



Druid Hills Golf Club

August 7, 2006

To Five Star Training:

Thank you for giving me the opportunity to work with Pam in the six-week coaching & mentoring program. When my supervisor first told me about this tutoring program, I was happy my company wanted to invest in me to help me grow.

When I was introduced to Coach Pam, she made me feel very comfortable with her friendly personality and professionalism. My supervisor attended the first session so together we could set goals. Right away, I learned Five Star Training's key concepts and knew I had weaknesses in people relations and communication and needed to improve my skills.

Pam conducted assessments of my personality, learning style, and work habits which helped me learn a lot about myself and how my traits impact other people and my overall work contributions.

Pam also analyzed my management and leadership skills to design a program to fit my needs. Based on my assessments and feedback, she suggested we first work on time management and delegation and I agreed. She assessed my work loads and work schedules by reviewing my past, present, and future tasks to help develop realistic timelines. Pam helped me become a better delegator by showing me how to involve my team more by setting up team focus groups. I was taught the importance of having my team contribute to ideas and work on solutions.

Pam praised me on my strengths and worked on my people skills and communication techniques. Pam taught me simple ways to use positive dialog when communicating. I also learned how to determine what makes each team member tick so I can know how to properly motivate them to achieve top levels of performance.

Pam moved at a gradual pace and assigned me homework to help me better learn the concepts. The new concepts I learned were easy to understand and apply with only one to two main concepts introduced at a time. She customized each lesson plan and assigned daily and/or weekly projects. I was even asked to read a management book and conduct research.

As we moved through the course, I was impressed by each phase of the mentoring program and the individualized one-on-one attention. Pam brought my supervisor into the loop so he was able to support the program and monitor my learning progress.

My supervisor complimented me on my performance and increased output and said one of my colleagues noticed my improved communication skills. He told me this investment was the best money spent in the area of training. Soon after, we both witnessed reduced turnover and increased team productivity.

This program offered me a wealth of information and advanced my knowledge and growth as a stronger leader—both personally and professionally. Thank you for this opportunity to work with Pam and your company.

Sincerely,

Tom Costello, Executive Chef