



June 6, 2005

To Whom It May Concern:

Mark Porter recently provided two half day Outlook training sessions to the staff of the Council of Residential Specialists. It was unbelievable how much information he was able to communicate to us in the relatively short amount of time he spent with each group. Mark not only got us up to speed with all the features and functions Outlook offers, he did so in an entertaining and easy to understand way.

When he first suggested a three hour program for each group I was concerned that the staff's attention would fade, and focus would be lost, long before the three hours were up. Conversely to that, not only were they not bored, they were actually bright eyed, enthusiastic and ready to put into practice what they had just learned. Many expressed regret that the time went so quickly and articulated their desire to attend future classes if possible.

Mark provided a wealth of useful information, many short cuts and numerous tips and tricks in an entertaining manner. I can't praise him highly enough for both his in-depth knowledge of the subject matter and his delivery of that information.

I can say unequivocally that if the need for training ever arises in the future I would hire him again in a heart beat! As you can see from the survey results, everyone felt pretty much the same way about the experience!

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