



**DEPARTMENT OF THE ARMY**  
HEADQUARTERS U.S. ARMY GARRISON, FORT BELVOIR  
9820 FLAGLER ROAD, SUITE 213  
FORT BELVOIR, VA 22060-5928

Office of the Garrison Commander

Dear Mike,

Thank you for the outstanding Customer Service presentation you have to the Fort Belvoir staff. It was both informative and entertaining. You provided excellent ideas, tools, and guidance for improving customer service. Furthermore, you did it with humor, enthusiasm, and audience involvement. Response to your message was overwhelmingly positive.

The staff has experienced considerable turmoil as it undergoes commercial activities studies to determine its fate. Response to your message was overwhelmingly positive.

The staff has experienced considerable turmoil as it undergoes commercial activities studies to determine its fate. Your presentation offered a refreshing change by motivating attendees to remain positive and customer-focused during these uncertain times.

Thank you again for your superb presentation. You have heightened staff awareness of customer-focused organizations and re-energized us to achieve "Excellence through Service".

Sincerely,

Kurt A. Weaver  
Colonel, U.S. Army  
Garrison Commander