



**BIRMINGHAM GROUP
Health Services, Inc.**

Providing Hope - Changing Lives...

Providing outpatient clinical, case management, rehabilitation, domestic violence, and substance abuse prevention and education services to the Lower Naugatuck Valley and surrounding communities.

September 21, 2007

Ms. Mary Jane Paris
Positive Impact Consulting Services, LLC
P.O. Box 535
Shelton, CT 06484

Dear Ms. Paris:

On behalf of Birmingham Group Health Services, Inc. (BGHS), we would like to thank you for the recent presentations you provided to the staff at our organization. It was a pleasure working with you and the manner in which you positively approach customer service.

From the planning process, you were very accommodating to our needs. The fact that you took the time to meet prior to actually making your presentations helped us to tailor the "Positive Customer-Talk" Series/three seminars to the different needs of our organization. BGHS' front line staff and retail staff walked away from the seminars with valuable tools that they will be able to use for years to come.

Your presentations were very motivating. You were able to engage even our soft-spoken employees. Our staff feedback was positive and we even saw immediate changes and a new-found excitement in our staff after their trainings. The "positive impact" your presentations have made have already been experienced by the organization and we believe will continue to foster, especially the team approach you added to the seminars.

Your genuine passion for customer service really shines through and we were fortunate to have you share your expertise and experience with our staff.

Thank you once again,

Monica Steyer
Benefits & Training Specialist

Arlene S. Greco
Director of Development