



International Customer Service Association

August 14, 2005

To Whom It May Concern:

Doug Dvorak was the featured speaker at the ICSA Customer Service Representative Appreciation Night on October 12, 2004 at the Crown Plaza Holiday Inn in Chicago. Doug Dvorak's presentation of "Dr. Earnest Carpediem" was entertaining, engaging yet factual. He involved the participants with refreshing and entertaining comments. He kept a positive spin on motivation which was thought provoking for the participants. He added a sense of humor to the continual concern in Call Center Operations of motivating reps to keep them engaged in the workplace. I would recommend Doug to other professional associations also.

If you have any further questions, please contact me. I can be reached at the 847-331-3172.

Sincerely,



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