

CHARLES COUNTY GOVERNMENT

Personnel Department

Melody R. Stahl, Training Officer



June 16, 1997

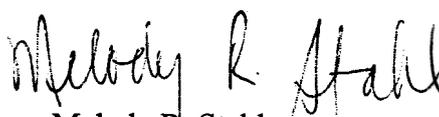
To Whom It May Concern:

Ms. Susan Spangler has conducted several training classes for employees of the Charles County Government. Her classes in Better Business Writing, Time Management and Diversity Awareness received great reviews.

Ms. Spangler received high marks on all the evaluations for her exceptional presentation skills. All staff has commented on her professional attitude and her knowledge of the subject matter. I have especially enjoyed working with her. I appreciate the fact that she is well-organized and always punctual.

Ms. Spangler is currently working on designing and developing a customized Customer Service training program for our front-line employees. Her ideas and enthusiasm make my job that much easier. I am glad to be working with her on this project. I would highly recommend Susan as an instructor for any business.

Sincerely,


Melody R. Stahl
Training Officer

CHARLES COUNTY GOVERNMENT

Department of Human Resources

Ann Pokora, Director of Human Resources



April 13, 2000

To Whom It May Concern:

Susan Spangler has conducted numerous training classes for employees of Charles County Government over the past three years. She has been instrumental in designing and developing the County's first Customer Service Training Program.

Susan always receives high marks for her exceptional presentation skills and knowledge of the subject matter. Many employees have commented on her professional attitude. I have appreciated the fact that she is well organized, always prepared, and punctual.

Ms. Spangler, besides teaching between three and six various courses a year, is currently consulting with Charles County Government on Level III of our Customer Service program. The County is most impressed with Susan and her skills. I would highly recommend her as an instructor for any business.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann Pokora".

Ann Pokora
Director, Human Resources

cc: Nikki Donohue, Training Officer

CHARLES COUNTY GOVERNMENT

Department of Community Services

Aging & Community Centers • Child Care

Housing & Community Development • Transportation • Recreation

MARGARET E. CHESELDINE, *DIRECTOR*



March 29, 2001

To Whom It May Concern,

Ms. Susan Spangler of Pro Skills Plus conducted a workshop for Senior Center and Community Center staff of the Charles County Department of Community Services, Aging and Community Centers Division, on March 5, 2001, with outstanding results.

Several months prior to the In-Service, Ms. Spangler met with supervisory staff to determine our goals and expectations. She was thorough in discussing what we specifically wished to accomplish, the length of time it would take and what budget resources were available. At the conclusion of the meeting, Ms. Spangler advised us she would survey our staff confidentially, then use that tool to tailor the material that she would present. A proposal was sent to us for review and approval that outlined the agenda for the program. It met all of our goals and objectives.

The In-Service was received with enthusiasm and Ms. Spangler's delivery was exceptional. She made everyone comfortable and relaxed which allowed them to engage at all levels. The evaluations completed after the in-services gave her high marks in all areas. Staff felt that the topics covered were a good use of their time and all were interested in attending another session of this nature in the future.

I highly recommend Pro Skills Plus and Ms. Spangler's skills as a presenter. Her professionalism in providing the highest of quality service to her client is what makes the difference in the success of a program.

Should you have any questions, please do not hesitate to call me at 301-934-5423 or 301-870-2015.

Sincerely,

Judith A. O'Donnell, Administrator
Senior Centers and Community Centers
Richard R. Clark Senior Center
1210 Charles Street
La Plata, Maryland 20646

P:\WPFILES\JUDY\2001\Susan Spangler.wpd

8190 Port Tobacco Road, Port Tobacco, Maryland 20677
301-934-9305 • 301-932-6004 • 301-870-3388 • FAX: 301-934-5624
MD Relay Service: 711 • Relay Service TDD: 1-800-735-2258

WWW.CHARLESCOUNTY.ORG

Equal Opportunity County • Say No To Drugs

