



**DOWNS GROVE AREA**  
*Chamber of Commerce & Industry*

*Your Partner in Business*

June 23, 2008

Ms. Deborah Chambers Chima  
Chambers Consulting Group, Ltd.  
3108 S. Rte. 59  
Suite 124 #305  
Naperville, IL 60564

Dear Ms. Chambers Chima:

A handwritten signature in black ink that reads 'Deborah'.

I hope you accept my apologies for this late note of thanks for a wonderful presentation. Your seminar on Customer Service was just what our retailers were looking for. Through your interactive approach, they were able to walk away with tactical information, immediately applicable to their business and more importantly, their bottom line.

The non-retailers present also found great value – your targeted areas can obviously be applied to every business whether the customer is a consumer or a business. Your very own excellent customer service truly shined through as you easily adapted to your audience and offered customized counseling, addressing all their customer service needs.

Debra, you are a true leader. I feel very fortunate to have had the opportunity to get to know you and work with you. Thank you for all you do. Please do not hesitate to contact me if there is ever anything I can do to assist you.

Sincerely,

A handwritten signature in black ink that reads 'Laura Crawford'.

Laura Crawford  
President & CEO