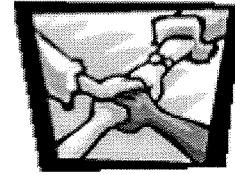


**Empowering  
Administrative Professionals  
for Tomorrow's Success!**



President, Laurie Lewis  
Vice President, Theresa Allison  
Secretary, Crystal Middleton  
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June 9, 2005

To Whom It May Concern:

Carolyn Gross was our keynote speaker for our meeting held on April 5, 2005 on the topic of "Managing Chaos with Confidence." Our feedback forms we received from our membership were overwhelmingly positive stating "That's just what I needed to hear!" "Great topic." "Challenged my thinking on how I am handling things in my life."

Carolyn has a genuine and natural appeal with her audience that draws you in and holds your attention. Great illustrations and examples that easily and clearly demonstrated several key points.

Many of our members have been referring back to her presentation topic well after the meeting in several conversations among ourselves.

Great topic, especially in the changing world we live in. Carolyn is a wonderful and captivating speaker! We loved it.

Respectfully,

Laurie Lewis, President  
IAAP Palomar Chapter  
197 Woodland Parkway #104-228  
San Marcos, CA 92069  
760-458-2522  
[Lewbiz7@cox.net](mailto:Lewbiz7@cox.net)  
[www.iaap-palomar.org](http://www.iaap-palomar.org)