

1st November, 2009

To Whom It May Concern

For the second year in a row, McKeon Swim School contracted Janine Ramsey to conduct our annual Staff Conference held in October 2009.

Approximately sixty teachers, coaches, deck supervisors, customer service staff and management attended the full day conference with the aims of both developing the staff on a personal and industry level as well as reinforcing their passion and desire for the aquatic industry.

As an organisation we really wanted our staff to walk away from the day feeling they have developed as a whole person and learnt skills they can adapt to other areas of their lives, be it their university studies, relationships or personal goals.

This year we chose to have Janine present a number of topics to meet our needs including coping with change and how we choose to react to it; and the professional swim teacher which covered areas such as excellence, pride in self and swim school and self development. The day also included a couple of interactive team building exercises to help boost intra-communication skills and staff morale.

The feedback we received from participants on the day speaks for itself in the way Janine interacted with the group and the manner in which she delivered her presentations. Feedback such as

- *Janine was excellent, enjoyable presentations that kept my interest*
- *Presenter excellent, keeps you engaged*
- *Excellent presenter, good balance of information and active participation*
- *Janine engaged all groups in feedback and involvement.*

Once again, I can not speak highly enough of the professionalism and the proficient way in which Janine worked with us to tailor the focus of the day to meet our needs.

I would certainly recommend Janine to any organisation wishing to reignite that passion swim teachers have for their profession and that great sport that is swimming. The outcomes of the day for our organisation certainly speak for themselves.

Yours Sincerely

Susie McKeon
Director