

1 May, 2007

Kathryn MacKenzie  
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Dear Kathryn,

I want to thank you for your recent 3 hour workshop at our annual retreat for our Administrative Professional staff. It was outstanding! You covered all the bases we discussed in your pre-program prep work with me and blended it all together so well into your talk to fit specifically to our theme of “**Attitude is Everything.**”

Kathryn, you were thought provoking, insightful, captivating, powerful and authentic. Your energy level was high, just what we needed to pick us up and get us energized for the rest of the day. You had us laughing and learning at the same time, what a perfect combination.

Thanks for exceeding our expectations and for putting so much research into your talk, for caring, and for making it so meaningful for us. Your contribution was a big part of the success of our retreat and we look forward to having you with us again.

Thank you.

Sincerely,

Genevieve Brown, Chair  
**Administrative Professional Group**  
**Baycrest Centre for Geriatric Care**