

DEVELOPED BY THE CITIES OF

 SMILE

 BATAVIA, ELGIN & ST. CHARLES, IL

v2.0

Dear Steve:

On behalf of the cities of Batavia, Elgin and St. Charles, I want to thank you and Sherry (and Stephen and the folks at Impact Store) for helping to make our SMILE event such a resounding success. Your collective commitment to "the experience" shined brightly from the moment I first made contact with Sherry and continued throughout the entire process.

We received the highest ratings ever on the feedback survey forms completed by our attendees. In fact, some of our supervisors weren't quite satisfied with the standard 1 to 5 rating scale and added plus (+) signs in the margins to emphasize their response.

Evidently, your message was well received by our staff; here is just a sampling of some of the feedback we received:

"Loved it, loved it, loved it. Did I mention I loved it?? I really did gain valuable, applicable principles to apply on the job and to my personal life."

"Steve Gilliland is a top-notch motivational speaker with a great philosophy - identifying and then doing what's important in life, and at the same time, focusing on positive thinking."

"Mr. Gilliland was a great storyteller, very inspirational, and a superb presenter. His speaking ability, excitement, and interesting stories left everyone inspired. Attendees will no doubt spend some time thinking about their own passion for their jobs, their families, and the people they work with."

I hope we have an opportunity to work with you again in the future.

Kindest regards,



Jennifer Morrison
SMILE Training Coordinator

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cc: Kathy Livernois, Human Resources Director, St. Charles, IL
Randy Recklaus, Assistant City Administrator, Batavia, IL
Sean Stegall, Assistant City Manager, Elgin, IL

SMILE PROGRAM
PO BOX 526
WAYNE IL 60184
TEL 630-762-7090
FAX 630-762-7095
WWW.SMILEPROGRAM.ORG

CITY OF BATAVIA
100 N. ISLAND AVE
BATAVIA IL 60510
TEL 630-494-2000
FAX 630-494-2001
WWW.CITYOFBATAVIA.NET

CITY OF ELGIN
150 DEXTER CT
ELGIN IL 60120
TEL 847-931-6100
FAX 847-931-5610
WWW.CITYOFELGIN.ORG

CITY OF ST. CHARLES
2 E MAIN ST
ST CHARLES IL 60174
TEL 630-377-4400
FAX 630-377-4440
WWW.STCHARLESIL.GOV

