

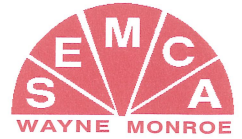


Highland Park Service Center

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June 16, 2009

It is with great pleasure and confidence that I write this letter of recommendation for Sensible Business Consulting Group LLC (SBCG). This company was contracted by Employment & Training Designs, Inc. to provide an array of direct trainings and workshops in our Michigan Works Service Centers. The workshops and trainings offered our diverse population of customers knowledge in such areas as customer service, resume writing and presentation, leadership and motivation, and entrepreneurship.

As program manager of Welfare Reform Programs for ten years, I have seen factors such as changes in the economy, labor market trends, and the skill set of our customers have a tremendous impact on employment placement opportunities and their attitudes. To provide them with a much-needed competitive edge, we collaborated with agency partners and developed specialized trainings that included internships. Potential employers were highly receptive to the concept; however, a key component was still missing. It is almost impossible today to achieve business growth without superior customer service. We felt this cost effective skill could benefit employers and provide our customers a valuable labor market edge.

SBCG's staff played a significant role in our solution. They designed high quality workshops that gave our customers an even higher level of preparedness. Customers completing the workshops grasped a better understanding of the critical role they play in creating sustainable organizational success. The increased marketability of our customers and improved placement numbers prompted our agency to offer SBCG the opportunity to provide additional workshops and trainings for the Workforce Investment Act program, and our youth and foster youth programs. Based on our recommendation they are working with other Michigan Works! Contractors in the SEMCA region.

Sincerely,



Paulette James

Welfare Reform Program Manager

Supported by the State of Michigan and the Southeast Michigan Community Alliance.

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Operated by Employment and Training Designs, Inc.

