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To Whom It May Concern:

Sensible Business Consulting Group has provided customer service and entrepreneur training opportunities for Livonia Michigan Works! Service Center since April 2009. The trainings have been valuable to the participants in terms of providing useful resources that can ultimately change not only their employment status, but their outlook on customer loyalty and entrepreneurship. The topics touch on customer loyalty, goal setting, communication skills, entrepreneurship and much more.

Sensible Business Consulting Group facilitates in a fun and personable manner of such that each participant is able to learn as well as enjoy the workshop. Each week they bring tenacity and excitement to individuals who once lacked the motivation and enthusiasm to seek employment. As a result of attending the workshops, many customers are enlightened, encouraged and excited about their futures. It is because of these reasons that I recommend Sensible Business Consulting Group to any organization to provide worthwhile workshops that will make a difference in the lives of each participant.

If you would like more information and insight, please do not hesitate to contact me at (734)466-4668 at your earliest convenience.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kafi Howard", is written over the typed name.

Kafi Howard
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