



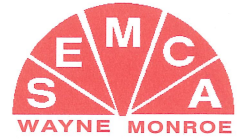
## Wayne Service Center

35731 West Michigan Ave.

Wayne, MI 48184

Phone: (734) 858-4284 • TTY: (800) 649-3777

Fax: (734) 729-2059



To whom it may concern:

I am currently working with Sensible Business Consulting Group and I have found the group to be extremely professional, even in times of adversity. SBCG's Team provides Beyond Customer Service Training and Entrepreneurial Leadership Training to the constituents of the JET program here at the Wayne site. Our customers have nothing but great things to say and speak volumes about the team's enthusiasm. Each of our clients appreciates the energy that they bring to each activity. The homework is challenging but our customers seem to rise to the challenge. I continue to marvel at how they keep the customers engaged. At the end of the day, our customers are encouraged, motivated, and educated.

We challenged SBCG to develop a flexible schedule and a stimulating curriculum to meet shifting market conditions. SBCG has exceeded our expectations. Each course offering is relevant, innovative and timely.

Sensible Business Consulting Group is more than capable of developing a remarkable Leadership Program for Michigan Works. They have demonstrated:

- The ability to captivate audiences with their unique form of facilitation.
- The knack of challenging students to examine their attitudes and change their perspective of the circumstance without offending participants.
- Prowess in motivating students to set goals and to develop plans for achieving them.
- Tremendous follow up skills. Consultants engage and challenge class participants after the training is over.

Here are a few quotes from what our customers have to say:

- "Taking the Beyond Customer Service class was very interesting. I come out of the healthcare field and found different ways of approaching my work. I also learned how to build my leadership skills in customer service using internal and external customers, effective communication, active listening skills and connection points. I value the skills and appreciate the time spent in training."  
- Kiah
- "The Customer Service Class was very interesting and informative. We had the best instructors. They were very enthusiastic and professional. Learning was fun and I enjoyed the experience. I would definitely participate in another seminar. Thank You!" Jeff

If you have any questions, or concerns, please contact me.

Sincerely,

Kenry Evans  
Program Manager  
Welfare Reform/JET  
(734) 858-1562



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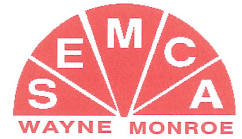
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June 16, 2009

To Whom It May Concern:

I have had the pleasure of working with Joseph Kimbrough-Sensible Business Consulting Group in a professional capacity for the past several months. Sensible Business Consulting Group has been providing Resume Writing Workshops, "Resumes with a Twist and Innovative Resumes" for our No Worker Left Behind customers. The workshops have given many of our customers an opportunity to learn how to put a resume together using key words, transferable skills to selecting an objective that could increase their ability of finding employment. The higher end job seekers have benefited from these workshops by changing and or reworking their objectives to show what they could do for the company rather than what the company could do for them.

Workshop Evaluations have given us the feedback that indicates Sensible Business Consulting Group is providing a service that our customer need and desire. Not only have they conducted Resume Workshops; they have also provided professional completed resumes for each participant. Based on their professional attitudes and work ethics they have shown throughout our partnership, I would highly recommend them for the Leadership Development Program with the Michigan Works! Association.

If you require additional information, please feel free to contact me at (734) 858-1533.

Sincerely,

A handwritten signature in black ink that reads "Cora Gregory".

Cora Gregory  
Workforce Investment Act Manager



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