

10th September 2007

To whom it may concern,

Michelle Pascoe recently took part in a three day seminar series held annually as part of the Hospitality Show in Auckland, New Zealand.

A large scale event that this year saw our biggest number of attendees yet, some 14,000, Telecom Seminars is an opportunity for show attendees to take a few hours out and to learn some new skills, brush up on old ones and have the opportunity to hear from those in the industry who are well respected.

Each year we try for a well rounded programme that will bring the best to our Restaurant Association members and the industry as a whole.

Michelle's participation was for me the highlight of the three day event and I only wish now that I had had the foresight to have booked her for more than an hour and for more than one session.

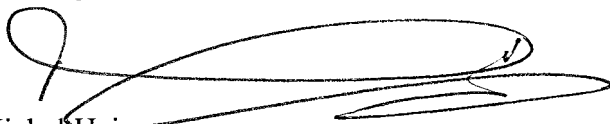
An incredibly fickle and judgemental industry, hospitality audiences can be hard to win over but Michelle's very distinctive approach of identifying through personal experience as a business owner, her fantastic manner of story telling to give relevant examples and very humanistic approach to presenting was very well received. As an partial outsider to the New Zealand industry, Michelle used her vibrant delivery style to break down any barriers of distance or difference between Australia's much larger industry and to make all those attending realise that customer service is universal in it's demand for excellence.

As an issue that is struggled with locally, I know from feedback that many of those who I spoke with regarding Michelle's presentation felt energised and charged from the very relevant and timely information that she gave and rated it as one of the best on the programme of twelve presentations over the three days.

I can't thank Michelle enough also for her communication leading up to the event to make it very easy for me. Her email communication and phone calls were well coordinated and organised covering all details that may have been an issue. With over twenty speakers to liaise with, I found this very useful and aided in the growth of confidence in Michelle as a presenter through the amount of information she imparted during our conversations.

I am hoping that Michelle and the Restaurant Association are able to build a great relationship for the future and I certainly wish her all the best with Oops.

Kind regards and thanks,



Michal Haines

Taste manager/Restaurant Association of New Zealand