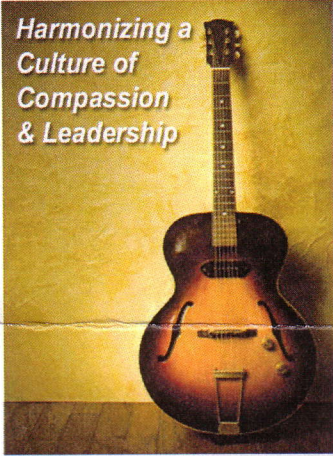


The 8th Annual Health Care
Service Excellence Conference

Orchestrating Service Excellence

Harmonizing a
Culture of
Compassion
& Leadership



October 24 - 26, 2007
Sheraton Music City
in Nashville, TN

Organized by:



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November 14, 2007

Clint Maun CSP
8031 West Center Road, Suite 222
Omaha, NE
68124

Dear Clint,

Re: Thank You for your Participation in the 8th Annual HealthCare Service Excellence Conference.

On behalf of the Healthcare Service Excellence Conference Association, we would like to thank you for your amazing presentation at our recent 8th Annual HealthCare Service Excellence Conference in Nashville, Tennessee.

Your keynote session entitled "Turf Wars", scored 4.93 out of 5 - one of the highest-rated programs at the conference.

Some specific comments from the attendees at this session included:

"Clint is truly a gifted individual! What a speaker. Thank you for the remedies on how to be in the 'people business'."

"Clint Maun hit nursing right on target! He was wonderful and obviously knows nurses all too well!"

"Clint was wonderful - I have never met or heard anyone like him!"

"Loved Clint - best I've heard on handling people!"

"I don't ever remember laughing so hard and getting such valuable information at the same time."

As you can tell from the ratings and the comments, your session was extremely well received.

Our conference as a whole scored a rating of 4.89 out of 5, our best one yet, and your presentation certainly helped us achieve this success.

Thanks again,

Pat Goodberry-Dyck
Conference Chair