

**DEPARTMENT OF VETERANS AFFAIRS**

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August 1, 1994

Ms. Judith A. Guthertz  
1721 Eastern Avenue, Suite 14  
Sacramento, California 95864

Dear Ms. Guthertz:

This letter is in regard to the training classes on "Customer Service" that you presented in May and June of this year for the California Department of Veterans Affairs (CDVA).

As you know, our workload has more than tripled during the past few months, and your courses have had a positive result for our customer, the veteran. Follow-up questionnaires are indicating that the veterans are very satisfied with the service they are currently receiving. In addition, CDVA employees who attended these classes have expressed how well the classes were presented and how much they learned.

I personally was impressed with your willingness to accommodate CDVA's workload schedule and the way you took sufficient time to ensure that staff understood the importance of customer service and how it directly relates to current and future business.

Again, thank you very much for your cooperation and expertise.

Sincerely,

A handwritten signature in cursive script that reads "Recco R. Finch".

Recco R. Finch, Manager  
Financial/Marketing Unit  
Farm and Home Purchases Division