



10911 Turkey Drive • Knoxville TN 37934



Mr. Dave Gordon
1444 Waynesboro Lane
Knoxville, TN 37923

Dave,

Congratulations on your 20 plus years of Motivational and Customer-oriented professional speaking. Your membership in the "Speakers Hall of Fame" doesn't tell the whole story of your talent, innovation and wisdom on a topic that is so near and dear to Connor Concepts and myself - Guest Service!

I believe the first time we met was around 2002. We were appearing on the Hallern Hilton Hill radio program to discuss the changing dynamics of Customer Service in the new highly mobile world. I was impressed by your grasp of the issue and the many suggestions, observations, and real world examples you shared with the audience. You will be happy to know that we are still teaching the DISC personality & self-awareness seminar that you presented to The Connor Concepts management team in 2004 at our retreat in Nassau. Whatever you do, don't slow down and keep up the good work!

Best Regards,

Bo Connor
Chief Operating Officer
Connor Concepts, Inc.