



**KENT ONE SOURCE. INFINITE SOLUTIONS.**

May 12, 2017

To whom it may concern,

Recently Daniel Sharon hosted a Customer Service and Leadership Seminar for our Director of Security and Post Captain staff. Personally, I would describe Mr. Sharon as a true subject matter expert. He delivered an extremely well-organized, professional and informative seminar. The feedback that I received was outstanding. Mr. Sharon connected very well with the diverse group of staff members in attendance. He kept everyone engaged in the seminar with his dynamic personality and was able to hold the attention of everyone in the room using practical examples, sharing his own experiences, and engaging the audience in role-play activities. Mr. Sharon really helped my staff understand the difference between being a good leader versus a boss, the transition from being a co-worker to a manager, and who the boss in customer service really is. The staff was able to take away some practical ideas from the seminar that they could start to implement on the job right away. I strongly recommend Mr. Sharon's services and look forward to continuing to partner with him for my future training needs.

Sincerely,



Gil Neuman, CEO  
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