CARLOS Q

From: [redacted], Yvonne L. [redacted]
Sent: Tuesday, January 08, 2008 3:03 PM
To: [redacted]Porro, William
Cc: [redacted]
Subject: Appreciation

Good afternoon, William:

I hope that you have had a great start to the New Year! I wanted to take these few moments to extend my heartfelt appreciation to you for having referred Carlos "Q" Quiñones to us as the train-the-trainer presenter on the topic of ***Helping People Find and Stay in Just the Right Home***.

Yesterday afternoon/evening he conducted a truly **OUTSTANDING** presentation for our team of BPOP presenters. He was extremely knowledgeable about the topic, and was very generous with his time. Additionally, the information that both he and his team provided was most helpful – not only in preparing our team to conduct this presentation to our community of English-language Learners and immigrant families, but also for the intrinsic value to the BPOP presenters themselves.

Mr. "Q" and the individuals who comprised his team (Mr. Bill Benson, Ms. Janet C. Neris, and Mr. Alan Hosmer) are consummate professionals, who seem to be very passionate about the business of helping people, in every way reasonably possible, to achieve their dreams of owning (and keeping) a home. Following their presentation, many members of our BPOP team expressed the highest form of praise – they want them to return to present a more comprehensive training at a later date. And so, we have invited Mr. Q. and his team to return for a full-day training session during our Summer Heat Institute in June, to which both Mr. "Q" and Mr. Benson have graciously agreed.

Again, thank you for placing us in contact with such an exceptional team of professionals. And also, thank you, again, for always lending your greatly appreciated support and valuable assistance whenever we have sent out the call . . .

Best wishes for a very happy, healthy, safe, and prosperous New Year!

Yvonne

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