



Southeastern Affordable Housing Management Association  
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March 7, 2012

To whom it may concern,

We wisely selected Greg Bennick as our keynote entertainer focusing on teamwork and coping effectively with change at our state conferences in Alabama, Mississippi, Georgia, South Carolina, Florida, North Carolina, Tennessee, and Kentucky.

We were incredibly happy with his presentations but especially with one in particular that we felt needed to be documented to demonstrate his level of extraordinary customer service.

Greg flies nationwide delivering keynotes, and did so for us as well. The day before our last state conference in Kentucky, Greg was to fly from Seattle to Louisville Kentucky by way of Memphis Tennessee. There were intense storms in the Memphis area when Greg arrived, and he was told at the airport there that his connecting flight to Louisville would be delayed by an hour. That hour turned into an additional hour, and then another. After five hours of waiting at the airport, passengers were told at midnight that all connecting flights for the 400 mile trip were now cancelled and that the earliest flights the next day were oversold. Greg realized that his options were either to cancel the speech, or to find a rental car and drive the entire way through the night by himself to get to our event to speak at 8AM. And this is exactly what he did. He arrived tired but excited, slightly frazzled but sharply focused, and delivered a keynote that received a standing ovation from our group of housing professionals. If that isn't an example of caring for your audiences and for professionalism at its best, we aren't sure what is.

You can be confident when you hire Greg Bennick that you are making the right choice for your keynote presentation. He is effective, funny, and devoted to the audiences he serves.

Sincerely,

A handwritten signature in black ink that reads "Daria S. Jakubowski". The signature is written in a cursive, flowing style.

Daria Jakubowski  
Executive Director  
SAHMA