



February 3, 2016

Dear Vanessa,

I am excited to take a moment to tell you how pleased I am with the outstanding services you provided to the Birch Run Chamber of Commerce & CVB. When I called you last year I was struggling with several workplace issues. Thankfully, you always took the time to listen to me and work with me to find appropriate solutions to improve our processes.

The services you provided are invaluable; i.e., the job analysis and job descriptions to keep staff on track; the policies and procedures that we so needed to be compliant; and your assistance with employee classifications and pay decisions. The changes you facilitated are a huge help to me in my day-to-day operations. It feels great to be so organized and efficient.

Also, we are proud to have Expert Human Resources as a benefits partner. The seminars you provided on the *Affordable Care Act* and *Human Resources and the Law* were well received by our members. I am happy that many of them became your clients.

Vanessa, I am impressed with your expertise, thoroughness, and professionalism. I am very satisfied with the results of your services and will gladly recommend Expert Human Resources to other organizations. □

Sincerely,

Mike Szukhent, CEO
Birch Run Area Chamber of Commerce & CVB
(989) 624-9193