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December 5, 2008

MEMORANDUM

TO: Cindy Heilman
CEO, Higher Standards
Sent via e-mail

FR: Teresa Eyet
Education Manager

RE: AHCA/NCAL 2008 Annual Convention

You were a hit! Thank you so much for presenting your Making Meals Magnificent session at our Nashville, meeting. The feedback from attendees about your session was overwhelmingly positive. Here is a small sampling of the comments attendees shared on their evaluation forms:

- Best class yet (this was mentioned on several forms).
- Excellent – hits all of the key topics.
- Great exercise at the beginning of the session – experience bad service.
- Great session. Fun and different.
- Great, practical ideas. Motivates me to review our dining standards with staff.
- Wonderful tips and suggestions.
- The best session I attended at conference.

I will be recommending you to all of our state affiliates and encouraging them to contact you to be a presenter for their meetings. I hope you will consider applying your creative presentation skills to other areas of long term care. We'd have you back any time.

All the best for a wonderful holiday season and a prosperous 2009.