

**Meeting Professionals International**  
**Northern California Chapter**  
2440 Camino Ramon, Suite 273  
San Ramon, CA 94583  
P: (925) 355-1912  
F: (925) 355-1298  
E: [info@mpincc.org](mailto:info@mpincc.org)  
W: [www.mpincc.org](http://www.mpincc.org)

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October 12, 2007

Phil Bruno  
Treat'em Right  
6786 China Lake Drive  
St. Louis, MO 63129

Dear Phil:

Thank you for agreeing to speak to the Northern California Chapter of Meeting Professionals International.

Your presentation "Generations in Change" delivered all that was promised and you kept our members engaged and entertained at the same time.

When we asked our attendees what they would put to use immediately we were told:

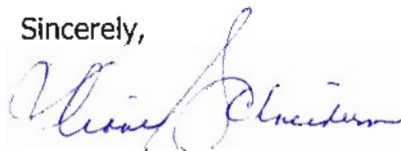
Now I can acknowledge generations and what they think and feel. I learned to fill generational chasms and talk out differences. It's important to identify the generational groups with whom I am working.

I now understand the generational gaps we have and why.

The only thing we could have done differently was to give you more time for Q&A. Phil, you left them wanting more and that's a good thing.

Thanks for coming all the way out to California and showing us how to Treat'em Right!

Sincerely,



Diane Schneiderman, CMP



**NORTHERN CALIFORNIA CHAPTER**

MEETING PROFESSIONALS INTERNATIONAL