

National Association of Activity Professionals

P.O. Box 5530

Sevierville, TN 37864

Phone (865) 429-0717

Fax (865) 453-9914



July 18, 2009

To Whom It May Concern:

On behalf of the National Association of Activity Professional's, Nancy Noonan was our opening keynote speaker at our 27th annual conference, April 22-25, 2009, in Albuquerque, New Mexico. Her session entitled, "*The Art of Mastery: Inspiring Excellence in Work and Life*" was full of beautiful art via her PowerPoint presentation. She showed the attendees how to find the hidden talents and creativity in the people they manage.

Nancy's message was very well received by the 400 in attendance. Some of the comments were:

"Very motivational, inspirational and interactive," "Loved the 'Milk your cows' and 'Nano idea.'"

Nancy also led a breakout session for our attendees entitled, "*Mastering the Write Way: Turning Your Business grammar and Writing into a Masterpiece*". Nancy was able to remind us of the important task of writing to ultimately shorten the amount of time we are writing and reduce writer's block. She shared the top grammar and writing mistakes made in today's workplace as well as what the current writing preferences are. Some of the comments were: "Very well spoken," "Excellent," and "Applicable, useful information."

If I can be of any more assistance, please don't hesitate to write.

Sincerely,

Susan Rauch, BA, ACC
Past-NAAP Professional Development
Current – NAAP President
president@thenaap.com
9090 NE Day Road
Bainbridge Island, WA. 98110