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February 8, 2016

Katie Dilse

13308 77th St SW

Scranton, ND 58653

Dearest Katie,

I have now had the privilege of listening to you speak not once, but twice. You bring energy and enthusiasm that is unmatched, which I knew before I met you. Those characteristics are also present when speaking to you on the phone! Your gift is being able to GIVE this enthusiasm to your audience. Everyone leaves with a piece of Katie Dilse in their heart.

Our goal was simple. Bring in a wonderful speaker and rejuvenate our staff going in to 2016. Mission accomplished. Not only did you spend significant quality time with members of our staff prior to speaking, you gave them tools to be better at their jobs and in their personal lives. Things as simple as eye contact, a firm hand shake or a SMILE. Somehow these old ideas seemed new when recommended by you! I still see the effects of those conversations in our teller line. Bravo!

You also did your homework and were very well versed in Ramsey National Bank. I think your incognito interactions with our customers and staff gave you an incredible vantage point to see us through the eyes of a new customer. This kind of prep work is not something you see every day. The information was so valuable to us and goes hand in hand with what we are trying to achieve.

Our evening with you was filled with genuine laughter, some near tears and a heartfelt message to take home with us. You had a little something for everyone and we all had a wonderful time. In summary – Katie Dilse totally lives up to the hype!

Thank you for working with us to make this happen.

Sincerely,

A handwritten signature in black ink that reads "Morgan Fee". The signature is written in a cursive, flowing style.

Morgan Fee