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Craig Harrison
Chief Excellence Officer
Expressions of Excellence
3151 Eton Avenue
Berkeley, CA 94705

RE: 10th Biennial Joint DOE Audit Conference

Dear Mr. Harrison:

We are pleased that you accepted the invitation to speak at the 10th Biennial Joint DOE Audit Conference that was held at the Hilton Hotel in the San Francisco Financial District on August 19, 2010. Your presentation entitled, *Humor in the Workplace*, and the following activities were very well received by the attendees. On a personal note, I came away with many suggestions/tips on how to better incorporate humor here at LLNL. In addition, your brochure, *Stellar Service – Delivering Top-Drawer Customer Service for Bottom-Line Results*, with the 101 tips will be kept on my desk top for future reference.

On behalf of Co-Chairs, Robert McNair from Brookhaven National Laboratory and Michael Sinko from the Department of Energy, Office of Inspector General, I wanted to thank you for your participation and excellent presentation.

Sincerely,

Paul T. Schafer

Cc: Robert McNair
Michael Sinko