



Patti Townsend Berra
Townsend Insurance
3629C Mormon Coulee Rd
La Crosse, WI 54601

November 3, 2008

To whom it concerns,

It is with great pleasure that I recommend JoLynn Rihn. I have known her for nearly ten years.

JoLynn has always displayed a high degree of professionalism, responsibility, and ambition. She is definitely a leader and a quality trainer. I have attended Outlook and Excel training with her and she is an excellent teacher. She has the ability to read her students wants and needs.

She has proven her computer skills by creating and managing a web site used for a mutual referral group. Her skills enable the group to target many people in the community.

She has also been an asset within my insurance agency. Any task I ask her to complete is finished efficiently and with great care.

JoLynn would be an asset to any organization, and I am happy to give her my wholehearted endorsement.

Sincerely,

Patti Townsend Berra

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