

To Whom It May Concern:

Yona Lunken's one-hour workshop on using Internet Explorer was very well-received by the staff at Jewish Family Service of Rochester. Having recently installed our first office-wide Internet connection, we are all anxious to learn tricks and tips that will make our use of the Internet as productive as possible.

Yona's workshop provided just the kind of insights and encouragement that we needed. And he presents the material in a dynamic, even entertaining way, so that no one lost interest or felt frustrated. Yona is excellent at reading his audience and tailoring the presentation accordingly.

People who attended the workshop found Yona to be refreshing, very well focused on the material, and genuinely interested in making sure that his students would learn as much as possible from the presentation.

One aspect of the workshop that underscored Yona's confidence, talent and resourcefulness is that we were unable to arrange for an Internet connection, or even a computer, in the conference room. But Yona was not daunted. Just before the workshop started, he simply drew his own sample website on the old-fashioned whiteboard -- complete in every detail -- and referred to it throughout the presentation.

Those who attended the workshop came away with a clearer understanding of the internet, and we are grateful to Yona for that.

Sincerely,

Stephen A. Schwart
Director of Development
and Communications

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