

To Whom It May Concern,

I am pleased to write this letter of endorsement for Yona Lunken. Mr. Lunken presented to my staff at Jewish Family Service of Rochester on understanding and utilizing the Internet in their work. By and large my employees have limited knowledge on how to use the Internet for research purposes. Mr. Lunken was sensitive to my staff's level of competency and effectively engaged them in the learning process. He distributed user friendly materials, incorporated humor into his presentation and was very responsive to their questions. The staff was highly complimentary of Mr. Lunken following his presentation. I would recommend Mr. Lunken to employers who are interested in preparing their employees to conduct research on the Internet.

Respectfully,

Barry Stein

Executive Director

Jewish Family Service