



**Paul T. Schafer**  
LLNS Auditor and Director, Independent  
Audit & Oversight Department  
925 •422 •8202  
FAX: 925 •422 •3441

August 25, 2010

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

**RE: 10<sup>th</sup> Biennial Joint DOE Audit Conference**

Dear Mr. Harrison:

We are pleased that you accepted the invitation to speak at the 10<sup>th</sup> 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