



Starbucks Coffee Company
PO Box 34067
Seattle, WA 98124-1067
206/318-1575

Mr. Eric Boles
President

Dear Eric,

You are fantastic!!! Your message was “perfect” for our leaders! I truly appreciate how you tailor your inspiring and challenging message to align with our business needs and meeting themes. Your content and curriculum combined with your persona continues to resonate with all Starbucks partners that have experienced your workshops.

Eric, over the years I can't tell you how valuable your contributions have helped in the success and growth of our partners at Starbucks on both a professional and personal level. Your development and collaboration with our Partner Resource team in producing the “Increasing Human Effectiveness” education to over 10,000 of our partners, “Lead With Purpose” and “Fearless Leadership” workshops have been inspirational to me personally as well as countless other Starbucks partners.

I value and appreciate your friendship and how you are always there for the organization when needed. You are a true friend of Starbucks and I look forward to continuing our work with you in the months and years ahead. Any organization that truly values their people and wants to grow their business would benefit from your services. You get results!!!

I wish you all the best and would gladly recommend your services to anyone. You are a true professional and a man of integrity. Thanks again for all you've done for Starbucks.

Sincerely,

A handwritten signature in black ink, appearing to read "Launi S", written in a cursive style.

Launi Skinner
president, Starbucks Coffee Company U.S.