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Excerpts from:

----Original Message----

From: Maxine Sherrin [mailto:maxine@westciv.com]

Sent: Tuesday, 5 October 2004 6:41 PM

To: M.B. Bruce

Subject: Long overdue email

Melissa,

The conference went so well, we completely and utterly surprised ourselves with how successful it was. We ended up with around 210 delegates which was just great.

All presenters who saw you I would definitely give a "much improved" star to.

Mark in particular was what I would call "genuinely good" and I'm going to encourage him to seek other opportunities like this. He assures me he was extremely nervous, but it certainly did not show at all. He looked like he'd done it a hundred times. I got a wry smile too when I heard one of our much more experienced international speakers praising him on his ability to speak slowly.

The way [Peter and Ben's] material was organized was great....definitely benefited from you working with them.

Russ too really appreciated the way you helped him validate his content. His style was much more at ease than I had ever seen him before as well, which was great.

I did want to thank you so much for the time you spent with me that afternoon. You really changed my perspective on what I was really doing, in a way that made me think so much more highly not just of this, but of my work generally. And encouraging me to tell the true story of how I'd learned about accessibility was absolutely spot on: I actually had people coming up to me and saying that they had really taken what I said to heart! The strangest part was though, I was actually hardly nervous at all, and certainly not in a way that was perceived by others.

So, all in all, thanks so much for everything. Regards

Maxine

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