



General Electric  
Circleville Lamp Plant  
559 East Ohio Street  
Circleville, Ohio. 43113

Dear Kim,

I wanted to take a moment and thank you sincerely for the past three days. I feel much better about the responsibility I'm taking on having been through your class. You and Dave have a world-class operation going there. I wouldn't hesitate to recommend your outfit to anyone who needs to get up to speed on this material. If there is anything I might be able to do for you in the future please don't hesitate to ask.

Best Regards,  
Bill Geddis

EHS / Facilities Technician  
General Electric  
Circleville Lamp Plant



Dave,

I wanted to pass on a few things regarding your program and your instructors. Tom is a pro. His delivery, timing, flexibility, patience, sense of humor, and professionalism bring great credit upon himself and your organization. He represents you very well and is obviously a direct reflection of your leadership. All of my guys walked away VERY pleased (they are a tough crowd) and newly energized to start making our site a better, safer place to work. Your program provided accurate and "real world" material that we can put into play immediately. All of the tools that we were given are directly applicable to our day to day operations and will enhance what we currently have in place tremendously.

Rory O'Donnell  
Operations Development Coordinator

# baesman

Dear Mr. Hoover,

I originally went through your forklift Train-The-Trainer back in 1999 and have been training lift truck operators at my company ever since. A few years ago, I updated our training materials and then last year went through your aerial work platform operator training class for the scissor lift we purchased. I then decided to be trained as an aerial work platform trainer and also wanted some new information and ideas to make my classes more informational and exciting for our operators.

My training classes became routine and I tried to present it differently but it still seemed to be the same old thing. At times I would go to the OSHA website and look for new things or Goggled interesting stories and news, but that took a lot of time and was kind of overwhelming.

It was about that time, when I called you about attending the first two days of the current trainer's class as a review and attending the aerial day as something new. I am really glad we were able to make that happen. As soon as I walked into the classroom, I noticed how many things had changed since 1999. The first thing I noticed was the introductory PowerPoint presentation and the many video clips that caught the attention of the class. This really set the class up for everyone to be engaged. In comparison, my classes only had a picture on the screen that said "Welcome to powered industrial truck training class."

Even as the course was starting, I already had a new idea on how to begin my classes. As the days went on, I got even more than I bargained for. I took notes and listened to other trainers who shared information on how they conducted their classes. The course was very energizing and the only thing I wish now is that I had not waited 10 years to attend!

I took away many things from the three days and I will surely not wait another 10 years to attend again. My plan is to attend again every 4-5 years to pick up new information and materials. I appreciate all your support over the years and am glad I have someone to call when I have a question regarding forklifts or aerial lifts.

Mark Kuhns  
Shipping Manager  
Baesman Group, Inc.

**GALION**  
LLC

To: Mr. David Hoover  
President  
Forklift Training Systems

Subject: Thank you for your expert answer

Dear David:

Thank you very much for answering my question yesterday afternoon. I was correct in my assumption, but I really appreciate you verifying our compliance by providing us with the correct answer. We now have a plan on how we are going to proceed. I wish I had called you sooner. I spent about an hour researching the subject on my own before I called you.

I did attend your "Train the Trainer" training program several years ago and I now feel we have a very good training system in place here at Galion LLC as a result of your excellent program.

In the event we would need any additional training, we would first consider you to provide us with the support we would need and I would also highly recommend you to anyone.

Sincerely,

Dale R. Smith  
Engineering Manager  
Galion LLC