

Lloyd, James

**From:** Canchester, Paul [paul.canchester@BCBSA.com]

**Sent:** Thu 4/22/2004 9:49 AM

**To:** Lloyd, James

**Cc:** Daftari, Kim

**Subject:** Thanks and your scores

**Attachments:**  [Verbatims - James Lloyd.doc\(63KB\)](#)

James,

Thanks so much for presenting at the Blue Cross and Blue Shield Customer Contact Center Conference in Atlanta. I heard some tremendous feedback from the attendees and many who have been coming for several years called your speech the "best ever."

I promised to report back to you the customer satisfaction scores - yours were high. You scored a 4.8 out of 5 possible points. I am also attaching the verbatim comments that attendees wrote on their evaluations.

It was great to meet you. Thanks again for helping get our conference off to such a great start! I hope our paths cross again someday soon.

Paul Canchester

<<Verbatims - James Lloyd.doc>>

Paul Canchester  
Blue Cross and Blue Shield of America

## Keynote Address

James Lloyd, Principal Consultant, WellPoint Health Networks

- Excellent speaker tied things/topics together well to relate to personal & work
- James is always great
- Inspirational
- Excellent discussion of relevant problem
- Great presentation
- Great humor! Focus on customers and employees is right on. Got some takeaways. He absolutely got an A!
- Excellent relevant
- Very personable and believable
- Excellent
- James was really able to relate to everybody in the audience
- Energizing; well thought out presentation
- Very good speaker
- Great to have someone from a fellow plan cause us to look differently at our industry
- James is very inspirational
- Right on target. A great start!
- Absolutely wonderful! Thanks for the experience!
- Motivating, Interesting and captive
- Excellent message to remind us what we're here to do
- Good kickoff
- Very engaging. Could have listened to him all day!

- Excellent – great presentation
- Very energetic; great stories; nice presentation
- Great speaker, informative
- Very energetic, shows passion
- What he said really hit home w/me. I thought he was excellent
- Excellent speaker & motivator
- Excellent motivator speaker