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To whom it May Concern:

Mr. Joe Harnest with Crane Training Canada was at our facility for four weeks between May 2009 and July 2009. Joe trained approximately 300 employees during this time on the safety and operation of overhead cranes. This training was a huge undertaking and Joe met the challenge with a great deal of professionalism and enthusiasm.

Joe was very meticulous in his preparation of this course. We are a bilingual facility and Joe was required to give courses in both English and French. A remarkable effort was put into having the material translated. His classes were very inter-active, which allowed the participants to voice their concerns and questions and take an active part in their training. Joe was courteous, cordial, and dependable and achieved a good rapport with the employees.

At the beginning of the training some groups were hesitant and somewhat uncooperative. It didn't take long for them to show an interest in taking part. Our goal is to have our employees want to be trained. Joe accomplished this. The comments on the content and method of delivery were very favorable.

I would definitely recommend Joe Harnest as a trainer. Both his courtesy and professionalism made it a pleasure to work with him.

Alana Gustafson
Training Superintendent
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