



April 8th, 2024

Laura Hausman
National Sales Director
Museum Training Resources, Inc.
655 Tree Side Lane
Ponte Vedra, FL 32081

Dear Laura,

I am writing to express my sincere appreciation for the invaluable support Museum Training Resources has provided to the Museum of Flight. Our collaboration over the past several months has been truly rewarding, and I am grateful for the introduction to the Museum Defender (safety and security) training program. I have been thoroughly impressed by the program's impact on our staff and the outstanding customer service demonstrated by your team.

The dynamic nature of cultural property security threats necessitates training programs that are up-to-date and effective. However, most available options have fallen short of meeting our needs, often being outdated or relying on ineffective methods. The Museum Defender training program, with its foundation in Steve Keller's extensive expertise, has proven to be a game-changer. Its online delivery format accommodates our team members' varying levels of computer proficiency, and its comprehensive, interactive nature, coupled with regular updates to address contemporary security challenges, has made a significant impact.

The challenges of consistently delivering high-quality training to our security team members have been a longstanding concern. The Museum Defender program has effectively addressed these challenges. Moreover, the program's flexibility of self-paced learning and its cost-effective pricing structure have been instrumental in aligning with our annual budget.

The need for effective training methods for our security staff has been a persistent issue. The existing options have been inadequate due to their outdated nature or reliance on ineffective techniques. In discussions with my colleagues, I found that most museums resort to on-the-job training, which, while commonly practiced, is costly and does not adequately prepare new team members. The Museum Defender program has successfully alleviated these concerns, proving to be highly effective and impactful.

I am particularly excited about the prospect of the upcoming series of museum training, covering areas such as report writing, threat assessments, supervisor training, enhancing the visitor experience, and a specialized course for our volunteers ("Protection is Everybody's Business"). This comprehensive approach exemplifies your company's unwavering commitment to addressing the diverse training needs of museums.

Based on our experience, I wholeheartedly recommend the Museum Defender program to any museum seeking to empower their officers with the necessary tools to excel in their roles. I invite anyone interested to reach out to me directly to discuss our success with the program in more detail.

Thank you once again for the exceptional support, and I look forward to our continued collaboration.

Sincerely,

James MacSkimming
Director of Security and Safety
Museum of Flight