



6/7/2024

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

Laura,

I just wanted to drop you a quick note to inform you how pleased we are with the Museum Training Resources security training program. Effectively training and exposing our officers on key elements of museum security has been a challenge for many years and your program has been a great help.

I appreciate the fact that Museum Defender can be taken at the officer's own pace, so I don't have to pull them off the floor for too many hours at a time. And it really covers all the essentials that are necessary for them to immediately jump into the security officer role. This gives them the foundation and confidence to help them do their job while it also shows that we are investing in our officers so they can effectively handle any security situation.

It has also been a great course for my senior officers, because this covers all the new challenges, such as activism and DEI that were not covered in past training programs.

Thank you again for all your help. Please feel free to use The International Spy Museum as a reference for any other museum that would be interested in learning more about the Museum Defender program.

Joy Morgan
Director of Security