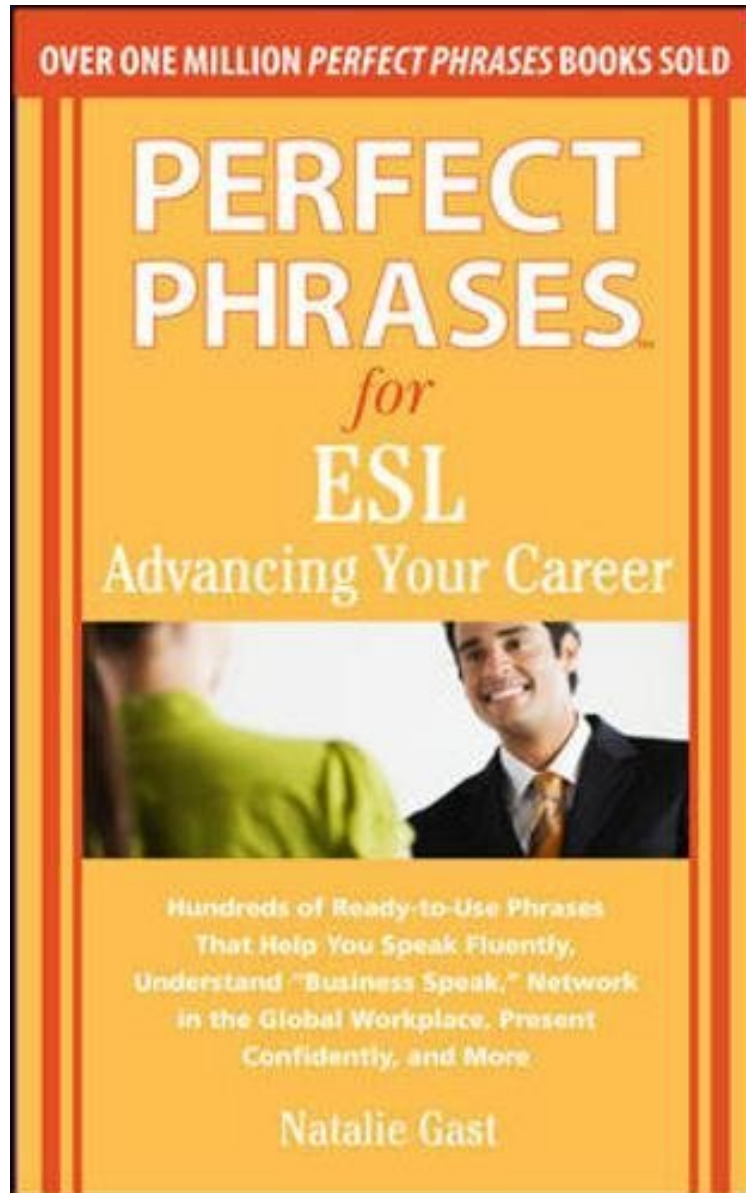


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About the AuthorNatalie Gast is the founder and principal of Customized Language Skills Training, a full-service language training company established in 1986. CLST, among other services, provides tailor-made, onsite programs, such as English as a Second Language (ESL), Accent Modification, and Presentation Skills and Writing Skills for the Foreign Born--in business and industry. Her company also trains the trainer in ESL subjects and on supervising and coaching multicultural workforces. Gast has a master's degree in TESOL and had previously been a college instructor.