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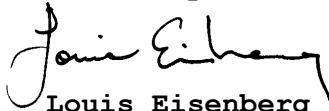
Dear Paul:

I would like to take this time to say what a great presentation you made to our group last week. As a sales manager, I have listened to quite a few motivational speakers only to find their advice a quick fix. I think some of the ideas you presented on Customer Service have lasting value. I am anxious to pass them on to my staff.

Whenever I attend a presentation, I try and find at least one idea to embrace. You really delivered a lot of content in the short time we had together. The one concept I really liked was that of "giving, when you feel empty" and I am going to try and embrace this idea.

Once again, I enjoyed the speech and look forward to having you back to speak to our organization again.

Sincerely,



Louis Eisenberg
VP/Sales Manager