



May 28, 2005

Dear Bob:

Thank you for delivering a management training program that *exceeded* our group's expectation. Your Dale Carnegie program is exceptional. The content was practical, wise and easy to apply. We are already seeing sales results.

Working with you has been a great experience. Bob, you are an admirable business man who delivered on every promise. Thank you for your attention to detail, excellent communication, timely delivery and always conducting our business with the utmost professionalism.

Beverly Helton shall be commended as well for her high energy, intellect, command of the group, hard work and great sense of humor. The group absolutely loved her. Additionally, Gene added his own personal touch, business experience and genuine interest in the group's success.

As we continue our year long relationship, I look forward to working together in the development of our people in only the way Dale Carnegie could deliver as well as future business. Feel free at any time to provide my contact information as a reference.

Again, please accept our sincere gratitude.

Fondly,

A handwritten signature in cursive script that reads "N. Margiano".

Nancy Margiano
AVP of Training and Development