

SHELTON **WINNELSON INC.**

WHOLESALE DISTRIBUTORS OF PLUMBING & HEATING SUPPLIES
INDUSTRIAL • COMMERCIAL • RESIDENTIAL • MECHANICAL

Thursday, May 19, 2005

Dale Carnegie Training;

Dear Scott,

Thanks in part to your sharing of the vast sales knowledge you possess and the curriculum in which the sales course is presented, I believe there will be no reason that I will not be able to meet or exceed my current sales goal for this year. It has been my pleasure to have met such a variety of different sales professionals and share our experiences.

I believe one of the most important tools among the many I have taken from this class is to try to "put myself in the buyer's shoes" not assuming that I know what it is that they need. Also, from the readings, to take each day as it comes and not to really stress for what may come tomorrow and that has always been a large concern of mine in the past.

I will highly recommend this course to all of my fellow employees as well as my customers so they can have the opportunity to achieve their sales goals.

Sincerely,



Mike Tucci
Sales Representative
Shelton Winnelson Co.