

November 26, 2002

Bob Janet
Sales Growth Now
2720 Bent Oak Drive
Matthews, NC 28104

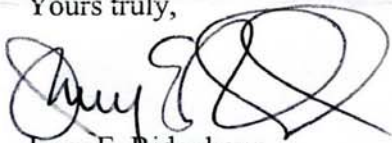
Dear Bob,

It has been a few weeks since your Sales Growth Program and our people continue to use your sales growth skills and techniques. Although your information is basically the same as I have heard, taught and used for years, your unique style of delivery and real-life front-line selling experiences and stories are a very fresh and needed approach to our business. I am particularly pleased with the way you energized and motivated our people to participate and become involved in your learning process. As our sales professionals evaluate your customized program, these comments are not uncommon:

- Bob started me thinking.
- I now have better sales techniques.
- I like Bob's enthusiasm and excellent examples.
- Bob customizes his sales techniques very personal to my needs.
- Bob Janet is very informative and his program will help me train my staff to increase profits.
- I liked learning from someone who customized sales information for our business and speaks from experience.

Your unique ability to combine humor, education and motivation and inspire our people to learn, understand and use your sales growth techniques is greatly appreciated.

Yours truly,



Jerry E. Ridenhour
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