

June 30, 2001

Bob Janet
P.O. Box 691762
Charlotte, NC 28227-7030

Dear Bob:

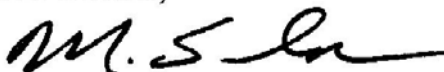
Thank you very much for developing and presenting an educational session at the Vacation Rental Managers Association (VRMA) Eastern Seminar in March. We very much appreciate your time and willingness to share your expertise with the leaders of the vacation rental industry from the East.

The following are comments from delegates responding to a survey following the event specifically about your presentation:

- ~Entertaining, gave good ideas we can use and made me want to go home and do them
- ~He connected with the audience and will greatly assist me in my job performance
- ~Motivational
- ~Humor helps good ideas stick with me
- ~Great humor and presentation
- ~Interesting topic!!
- ~Quick moving, fast, fun, motivational
- ~I learned a lot of great tips to take back to the office to light a fire under some of the other girls
- ~It was the end of the day and he was able to keep me wide awake! Very enthusiastic speaker and a great send-off
- ~Very informative and good training tips
- ~It was very effective the way he spoke using positive thinking and building relationships
- ~Very informative!
- ~Information that I did not know
- ~Very interesting speaker
- ~Very interesting and informative
- ~Great speaker
- ~Best speaker and best at informing information
- ~He kept you motivated
- ~He gave me tools to implement
- ~Inspiring and helpful
- ~Great speaker and great message

Thank you Bob for your well received presentation. Your presentation was voted Best Session Overall by the delegates!

Best wishes,



Michael Sarka, CMP