

October 11, 2002

Doug Lipp
3927 Edgevale Court
Fair Oaks, CA 95628

Dear Doug:

Thanks for speaking at the recent Merry Maids National Seminar. Your presentation was very well-received by our owners and managers. I can say with certainty that you were one of the best speakers we've had in recent years.

I appreciate the time and effort you put into understanding our business. Our people were impressed with your knowledge of our company and your continual references to the needs and issues we confront. You were very easy to follow and your illustrations were most interesting. The audience stayed with you the entire hour, which passed far too quickly. I wish there had been more time for you to speak. Your handout also was very useful and encouraged follow-up action.

Doug, we appreciate your coming to share with us. I highly recommend you to any other group. Both on and off the stage, you model what you teach about exceptional customer service. You are an exceptional speaker. It was a pleasure to work with you.

Sincerely,



Jeff Fendley
Director of Training and Communications

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