



To: David Ferrier
ELITE CONVERSIONS

Date 22/12/1999

Dear David,

I would like to congratulate you on the seminar that I attended recently. The information that was covered was excellent, and very eye opening. I must admit that at the outset, I was a bit apprehensive as to the relevance of some of the information. You however, displayed without doubt what a difference a tactical approach can make to conversion rates and customer relations.

Since the seminar, I have had the opportunity on several occasions to prove to myself that the information learnt though the seminar is right on the money.

In the future, I will be sending more of our staff through your seminar as the benefits speak for themselves.

Thank you once again for the seminar, it was great.

Yours sincerely

A handwritten signature in blue ink, appearing to read "A. Vogels".

Andre Vogels
(Manager).

LUBE KITCHENS

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