

May 1, 2003

Dear Doug,

I had the privilege of participating in a full day of training with the Orlando Beazer Homes Sales Team where you were our speaker, motivator, and comedian. I know you like to think of yourself as a coach rather than a motivational speaker and you are that and a whole lot more.

We have had the opportunity on many occasions to see, hear and hire other speakers. You were masterful. To hold the attention of type A sales professionals who are not accustomed to sitting in a room for any length of time, much less eight hours, is an accomplishment to be recognized. You involved us periodically with experiential interactions that solidified the points that you were making. You tell the most hilarious stories that I have ever heard and with you acting them out physically the impact is indelible. You made us laugh so hard that it hurt! Since a lot of your stories are from your own experiences it is great to know that you practice what you are recommending to us because it works.

We learned a lot from you and gained some new insights into ourselves and others. Both the male and the female participants were won over by your charm, your delivery and your practical advice. Our team building exercise at the end of the program helped to bring out the best from all of us so that we can be a better Beazer team in the future!

Thank you Doug for your time, energy and most of all your sincerity! I would highly recommend you to anyone who wants to recharge their employees' batteries by providing a beneficial opportunity to take a step back from their daily responsibilities and get fired up to use all of their brain power and their attitude power to make their place of business better, the very next day and beyond! I'd be happy to speak with anyone who is considering using your services if you think it would be beneficial!

Sincere best regards!



Marilyn E. Gardner
Vice President Sales & Marketing
Beazer Homes USA
mgardner@beazer.com