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Mr. Hanson

Where do I begin, I want to let you know that your presentation at our 2008 Sales and Service Kick off meeting at the Marriott Chicago O'Hare was a big hit. The GBC Sales and Service teams enjoyed your enthusiasm and energy. It certainly ended our program on a high note.

Doug, you definitely knew our audience and I appreciate your preparedness. You were a key part of making this meeting an exceptional success. Your uplifting personality was electrifying to the audience. The comments by participants were very positive.

You were scheduled for 90 minutes, but spoke for close to 2 hours. Normally, this is a meeting planner's worst nightmarewe like keeping on schedule. I am glad to say that the time was well worth it. The audience wanted more. The way you interacted with the group was special.

Your book, 101 Distinctions between Success and Failure was well received by both the Sales and Service organizations. Your availability to personalize each copy (over 400) on the spot carried extra meaning for the group.

I appreciate your desire to continue to offer you're services regarding our future initiatives. You have truly become a friend and business partner for life. I enjoyed our long discussion regarding business and our families.

One time, you stated that if I was not happy with your work, please do not pay the invoice. Well Doug, I paid, but feel I owe you money.

Distinction 39 = Success is to be **thankful**; Failure is to take people and things for granted

We are **thankful** that you were part of the GBC 2008 Sales Kick Off meeting.

Regards,

John Martinez and the GBC family