



February 11, 2002

Doug Hanson
Hidden Resources
6021 Pine Meadow Drive
Katy, TX 77493

Doug:

I am writing to thank you for your dynamic presentation to our customer service representatives. We at the Texans have several huge tasks in front of us including the establishing the newest NFL franchise and the opening of Reliant Stadium. The key to our success in our first season will be the efforts of our people.

When establishing our customer service staff we thought it was very important to stress how important they were to the organization. The staff you worked with consisted of employees that were new to our team and your presentation left them feeling empowered and full of self-confidence.

The project they have been working on (the seating of all our 50,000+ season ticket holders) is very important to the Texans and has gone exceptionally well. We have received hundreds of compliments on how well the project has been handled and the key has been the staff. Having a staff feel motivated and full of life has been a key component in this process. Your presentation and inspiration has gone a long way in assisting the Texans reach our goal of delivering world-class service.

I really appreciate your efforts and hope we will be able to work with you again in the near future.

Go Texans!

John Schriever
Director of Ticket Operations
Houston Texans