



February 10, 2004

Dear Doug,

I wanted to follow up with you post Super Bowl and express my thanks for your involvement with the Houston Super Bowl XXXVIII Host Committee Volunteer Program. Your efforts directly contributed to the success of the program. With such a short amount of time for us to prepare for the Captain's Training last December, your leadership, humor, and motivational spirit ignited our Team Captains with the energy and drive they needed to motivate their volunteer teams, resulting in a fantastic turnout at the Volunteer Orientation last January.

Volunteer Orientation is the one opportunity every Super Bowl Host Committee has to motivate their volunteers. Your presentation inspired everyone who was there, which was reflected through the several thousand volunteers who, in the weeks to follow, turned out to give their time and energy. In fact, Houston was the first Super Bowl volunteer program to reach 100% of the NFL's volunteer quota for every shift.

Thank you, Doug, for your time and genuine effort in customizing your message and building excitement for the Houston Super Bowl XXXVIII Host Committee Volunteer Program. Your message encouraged thousands of Houstonians who came to Reliant Stadium as complete strangers to develop into highly motivated teams with a common purpose. I highly recommend you to any organization seeking to energize their group and make their event memorable.

Kind Regards,

Raegan Hill
Director of Volunteer Services
Houston Super Bowl XXXVIII Host Committee

HOUSTON SUPER BOWL XXXVIII HOST COMMITTEE