



May 21, 1999

Mr. Doug Hanson
Hidden Resources
6021 Pine Meadows Dr.
Katy, TX 77493

Dear Doug,

Thank you. You were superb. You were just what we needed to help make People Week '99 the most successful one to date. Everyone who attended your session was raving about how much fun they had and how inspired they left. Doug, I've been at Southwest Airlines 10 years and I've never seen our people so excited and motivated. You exceeded our expectations during your session "Beyond Success". You truly hit the mark we wanted to achieve by "Inspiring Our Warrior Spirits".

When you come back in June to address the other half of our department, I wouldn't change a thing. You are scheduled once again, to close our conference on Wednesday, June 9 from 2:15 p.m. - 4:45 p.m.

They don't know what they're in for...but we do. See you again in June.

A handwritten signature in blue ink that reads "Lorraine Grubbs". The signature is written in a cursive, flowing style.

Lorraine Grubbs

