



February 19, 1998

Mr. Doug Hanson
Hidden Resources
6021 Pine Meadows Drive
Katy, Texas 77493

Dear Doug,

I can not thank you enough for the wonderful and powerful Leadership program you presented to us last week. You had the group so pumped! All they talked about was how they could not wait to take that energy back to the office. Considering an audience of 100 people that is quite an accomplishment. Of course, in order for me to bottle that energy we kept the "woo" clap going the entire conference.

The variety in your presentation was what I enjoyed the most. You touched every emotion within us, humor, passion, and energy. Using multiple mediums of influence, visual, auditory, and participative made four hours seem like one. We did not want it to end. The highest compliment of all comes from your audience. Please see the comments below from our evaluation forms on your presentation.

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| "Doug was Great!" | "Very Inspiring" |
| "Great! People couldn't stop talking about it!" | "Had a great time" |
| "Generated excitement and belief in our talents" | "What a personality" |
| "Very inspiring, promoted team work" | "He was GREAT!!" |
| "Very motivational, uplifting and encouraging" | "Very impressive" |
| "Exciting & fun, very motivational" | "AWESOME!! Great speaker" |
| "Wonderful, high energy session" | "Let's do it again!" |
| "Motivating, great, good job!" | "Wow! Great motivation" |
| "Every employee needs to feel the energy" | "Inspirational" |
| "Exciting, discovered new ways of looking at things" | "Enjoyed his illustrations" |
| "How could you not enjoy Doug's message?" | "Great interaction" |

Needless to say you scored an "Excellent" on our evaluation.

Again, thank you for helping to make our 1998 National Customer Service Conference a success. Please don't hesitate to use us or this letter as a reference. We wish you great success!

Sincerely,

Linda Baker
Vice President, Customer Service