



January 31, 2000

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

Re: Reference Letter for event held on January 15, 2000

Dear Doug,

Our entire center continues to buzz with discussion about both individual and team benefits from your session with us. Thank you, thank you, thank you for working with our associates! We appreciate you adapting your program to accommodate our situation. Everyone was truly inspired by your tremendous energy. The four hours you spent with each of our groups went so quickly and left us wanting more!

I am working with our leadership team to ensure your key words, stories and messages live on and continue in our hearts and minds. For me, your visit was at the right time! Our center has experienced such challenging change. These changes, for many of us, have been difficult to weather with a positive attitude. You succeeded in getting us headed in the right direction for our "Team 2000" year!

Again, thank you for helping to make our first All Associate Meeting a success. Best wishes to you for a great spring!

Sincerely,

A handwritten signature in blue ink, appearing to read "Michelle Platt".

Michelle D. Platt, Director  
Midwest Communication Center  
Cedar Rapids, Iowa