

Mr David Ferrier
Elite Conversions
2 Tate Street
South Perth
WA 6151

4 May 2000

Dear David

This is just a brief letter to pass on the feedback received from Steve Nener and Geof Grubercich, after attending your course.

Steve, you may remember has been successfully selling custom designed Swimming Pools for a number of years with an average dollar value of \$30,000. However he had never received any formal sales training.

Geof is our installation manager who spends most of his day with our client's on-site.

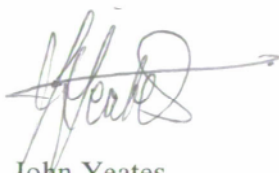
I felt both of these people would benefit from the course you outlined at your presentation to Don and myself, specifically the people skills.

Both Steve and Geof felt their time spent with you was extremely worthwhile. The Investment made by the Company in your course, has been of great benefit to them. They felt they had received valuable tools, which will assist in both their professional and private life.

David you got the appointment with Don and myself over the telephone and then by your own personal conviction and skill persuaded us to invest in your course. From the feedback and my own observation you certainly practise what you preach.

I wish you every success in the future

Best Regards



John Yeates
Sales & Marketing Manager



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