

Wednesday, 1 August 2001

David Ferrier
Elite Conversions
Unit 13-19 Delamere Avenue
SOUTH PERTH W.A 6151

Dear David,

As you are aware, four of my team members attended your training sessions in July of 2001. I did have some reservations as to whether you would achieve the desired results we were looking for.

I was pleasantly surprised with the renewed attitude that my staff had during and on completion of your course. Some of the team have already applied your teachings with good solid results.

Due to the nature of our business in mobile telecommunications and our competitors we needed a point of difference to distinguish us from the rest, and your course is certainly enhancing our skills to enable us to reach our common goal.

I would certainly recommend you're course to anyone striving for excellence. I would be only too happy for anyone to contact me if they have any reservations.

Congratulations on your success to date and for the future. I look forward to continuing training with the remainder of my staff.

Yours Faithfully,



Roger Agopian
Managing Director
Mobile Connection