

17 July 2003

Ref: L/f014/01

David Ferrier
Elite Conversions
Level 21
197 St Georges Terrace
Perth, WA 6000

Dear David

SUBJECT: ELITE CONVERSIONS SALES TRAINING

This letter is to thank you for successfully completing the training programme for our sales and consulting staff at PCS Pty Ltd.

I was initially concerned that the Elite Conversions sale course would not fit within our unique selling environment. Our sales cycles are long and often very complicated. However, I am happy to report that the all of the techniques taught in the course are of benefit to us. We have already implemented many of these processes into our sales methodology and have found that they have been used with great success.

All of our staff who completed the course spoke very highly of the quality of the presentation and course materials. They all found that the course was not only applicable for their day-to-day communication in the work environment but also for their personal lives.

My objective for sending my staff to this course was to improve their communication and listening skills so that they can be more effective in helping our customers realise their project management capabilities. I believe that this objective has been met.

Yours sincerely



Jim Fairchild
PCS Pty Ltd