



11<sup>th</sup> July, 2002

Mr. David Ferrier  
"Elite Conversions"  
Unit 13/19 Delamere Avenue  
SOUTH PERTH WA 6151

Dear David

Following the "Elite Conversions" seminar at Rottnest last month, our entire sales team has taken on a revised outlook with renewed vigour towards listing and selling real estate.

With emphasis on listening skills and closing techniques, all reps are enjoying greater enthusiasm and confidence in their work.

This course has already started to pay for itself with extra sales & listings and these skills will undoubtedly put our team well ahead of the competition. Thank you for the course and I would recommend it to anyone.

It's about the only training course I know of and have attended where all participants are still discussing the contents a month later.

Yours faithfully

A handwritten signature in dark ink, appearing to read "Kevin Palmer". The signature is written in a cursive style and is positioned above the printed name.

KÉVIN PALMER  
PRINCIPAL C.D.

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