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December 19, 2008

Sy Mahfuz  
Steve Boodakian  
Mera Consulting Group  
3 Duck Pond Lane  
Merrimack, NH 03054

Dear Sy and Steve,

As senior management, we constantly need to reinforce the importance of customer service and building relationships with our guests. They are the key to repeat business, which is the backbone of our success.

In these trying times we thought it would be appropriate to bring in an outside venue to assist us in not only thanking our staff for their outstanding customer service, but challenging them to, as you put it, "go from great to excellent" in the upcoming year. It is with great pleasure that I write this letter of recommendation to you for your outstanding presentation to our management staff on Wednesday, December 3, 2008. Your professional, yet down to earth, and, at times comical approach message challenged them to "think like a consumer"

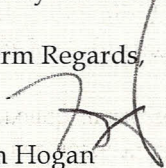
After your presentations, many, even those with years of experience, spoke to Karen and me about how well you understood their challenges and how they came away with tools that they could use right out of the box to make a difference. I particularly want to share a comment from one of our senior managers, "I've been to many sales and motivational talks. Today's was as good as it gets!"

With the recent ice storm knocking out power in the surrounding area, many local residents were displaced from their homes. As a result the Hotel was booked to capacity for over a week. Our customer service skills were tested for sure and the entire staff put in many hours to create a warm, inviting, and professional atmosphere for our clients.

You can be assured what they learned from you paid off. We have received many kind notes from guests thanking us for being here for them in a time of need.

Please do not hesitate to use me as a personal reference to any clients. I wish you both a happy, healthy and successful 2009.

Warm Regards,

  
Tim Hogan  
General Manager  
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