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October 3, 2008

Mr. Sy Mahfuz
MERA Consulting
3 Duck Pond Lane
Merrimack, NH 03054

Dear Sy:

Thank you for the infusion of energy you gave all of the downtown businesses who took the opportunity to hear you speak at the Chamber event this week. I received many phone calls after the event from fellow business owners who felt as I did. You reminded us of what we must do to stay competitive, positive and provide phenomenal customer service.

I believe it was in Russell Conwell's Acres of Diamonds book that he states something like, if you are looking for solutions, motivation, ideas etc. look in your own backyard, here you were in our own backyard all this time and we never took advantage of your knowledge.

Thank you for sharing your expertise and for the motivation!

Best regards,

A handwritten signature in cursive script, appearing to read "Marylou".

Marylou Blaisdell
Owner
DesignWares
Nashua, NH