

October 11, 2008

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

Dear Sy,

I am writing to extend my sincere appreciation to you for your appearance as our guest speaker at our recent Downtown Breakfast Forum, held on October 1, 2008.

In my position as President of the Greater Nashua Chamber of Commerce, I have hosted and facilitated a large number of events that provide our members and our business community with knowledge and insight directly relevant to their ability to continue growing their businesses. Through all of these events, rarely have I seen our audience so captured by the speaker as was witnessed with you on stage for this breakfast. Your energy, positive attitude, and upbeat presentation deeply touched each of the 120 downtown business owners and employees gathered together that morning, and left them with a renewed optimism about the current and future success of our downtown family.

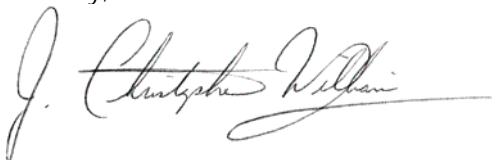
Your presentation surpassed our ambitious goals for this breakfast, intended to remind our downtown business owners that, despite the current economic situation facing our nation and local community, there are fundamental principles we can all keep in mind that will allow us our businesses to remain strong in a faltering economy. Your focus on traditional customer service skills and the importance of putting people first is something that we all know, yet need to be constantly reminded of if we are to maintain successful businesses with loyal customers.

Your presentation at our breakfast forum did more than just inspire and motivate our downtown business owners and employers, many of who are still congratulating and thanking me for holding such an event. This event is actually having an unforeseen benefit to the Chamber, due to the fact that a number of those in the audience that morning were downtown businesses that are not currently Chamber members, but are now actively exploring membership options with our Chamber as a result of the positive energy they experienced by attending the event and listening to your presentation. I hadn't considered the fact that this event could serve as a platform from which to increase our membership within our downtown community, and am very pleased to tell you that this breakfast forum is proving to be the single best recruiting tool we've had in recent years with regard to encouraging more downtown businesses to join our Chamber of Commerce.

Sy, I am thrilled with the benefits your presentation gave to those in our audience that morning, and I am just as pleased to see the membership growth benefits it is bringing to my organization. Other Chambers of Commerce throughout northern New England, who care about giving their members real value-added programs and high-impact seminars, would be sell served by considering your services. I am happy to endorse your skills and your expertise, should any Chamber President or Executive Director consider working through you to deliver a presentation to members of their respective organizations.

Thank you again, Sy, for your outstanding work, and for reminding each of us that we must "dance with our customers" every day.

Sincerely,



J. Christopher Williams
President & CEO