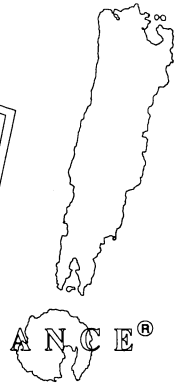


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139 Mulock Ave.
Toronto, Ontario
M6N 1G9
416-766-1173
416-766-9677 (fax)



A S T R O K E O F B R I L L I A N C E[®]

Donald Cooper
The Donald Cooper Corporation

Dear Donald,

Thank you, once again, for all of your efforts which helped make our "What's in Store!" event last February such a success.

We had promised our independent retailers expertise - and you certainly fit the bill. Because your Human Marketing presentation had been so well received by our audience two years ago, and because staffing is such a relevant topic to our retailers, we were expecting great things from you. And, despite the traditionally tough spot immediately following a big lunch - you did not disappoint us! Quite the opposite....

Although the positive audience response was easily identified, the results from our short survey confirmed that you were the highest rated presenter in what was a very highly rated conference. Your presentation style fit in very well with one of our goals - creating a program jam-packed with important information, that somehow still "felt" light.

If there is anything we can do for you, please let me know. We certainly would have no reservations in giving Donald Cooper our fullest recommendation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Pat Power', written over a series of horizontal lines.

Pat Power
Benjamin Moore & Co., Limited

A Stroke of Brilliance

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