



**CANADIAN
PACIFIC
RAILWAY**

Damage Prevention
& Freight Claims

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NOTE: This client booked Donald the following year for their International Conference in Portland, Oregon.

Dear Donald:

Thank you for your excellent Keynote presentation to our Annual Damage Prevention & Freight Claim International Railway Conference in Calgary during July '99.

The feedback from our delegates shows clearly that you were the perfect choice. Over 94% of our delegates rated your presentation with top marks – well done!

Some of the feedback we received included these comments

1. Very appealing, interesting and well presented. Only criticism would be a request for more discussion on "how-to" rather than just direction & defining need. Well done though.
2. Great speaker, great message, quite enjoyable. Excellent for business or other situations. Donald Cooper was great!!!
3. Timely, well positioned to set mood/atmosphere for rest of meeting.
4. The content and message of this speaker was excellent. This was time and money well spent providing a wake-up call to each of us in many ways.
5. Most outstanding speaker of this type I've ever heard.

How we came about selecting you is of interest. We selected five speakers and requested their promotional videos. After viewing your Demo Video along with those of four American marketing and motivational speakers in the \$8,000 to \$12,000 US price range, we chose you as our Conference Keynote Speaker because of the inspiring and humorous way that you deliver real bottom-line business content.

Our committee unanimously agreed that your presentation and theories were exactly what we could apply in improving our relationships with our customers. And did you ever deliver – you are a true “stress remover”. Thank you for helping to make our 1999 Conference an outstanding success!

Sincerely,

Neil Zinger
Director Damage Prevention
& Freight Claims
Canadian Pacific Railway