

January 30, 2002

Donald Cooper  
The Donald Cooper Corporation,

Dear Donald,

Last year your Human Marketing Presentation was well received by our Franchisees and was considered most beneficial. This years presentation on "How to Find and Keep the Best Staff" was a great follow-up, as I have received numerous comments from our Franchisees who are eager to implement the "8 steps" and your "Bonus Tips".

I wish to congratulate you on a job well done and want you to know that your efforts and outstanding service is sincerely appreciated.

Best regards,



Bob Bell  
Director of Franchise Food Basics