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To Whom It May Concern:

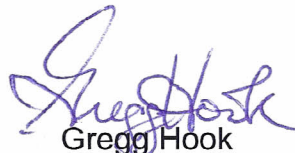
In April 1999, I was tasked with the responsibility of organizing our semi-annual meeting for 200+ managers from across the department. This included selecting a keynote speaker to talk about building and maintaining a high level of customer satisfaction.

Jeff Mowatt was our choice based on personal recommendations, his promotional material and a review of many letters of recommendation much like this one. We certainly did not regret our decision!

Mr. Mowatt delivered an inspiring and motivational seminar on what customer satisfaction really means and what it takes to meet and exceed customer expectations. His presentation was energetic, creative and entertaining with immediate impact. I was also highly impressed by Jeff's attention to detail. He interviewed several members of our executive management group prior to the meeting and, to my surprise, arrived very early on the day of the meeting so he could listen to our discussions on various issues before he spoke to the management team.

Based on the positive feedback we received from our managers, we will certainly consider inviting Jeff back to one of our future meetings.

Yours truly,



Gregg Hook
Assistant Deputy Minister