

January 11, 1996

JC Mowatt Seminars  
410A - 56 Avenue, SW  
Calgary, Alberta  
T2V 0G5

Dear Mr. Mowatt:

Re: "Avoiding Round One Workshop"  
OUR FILE: GENERAL ADMINISTRATION

On behalf of myself and the team, I would like to take this opportunity to simply say, "Thank-you."

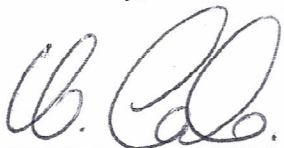
As you know, the team was generally less than enthusiastic to participate in a session which dealt with many sensitive issues i.e. teamwork, quality customer service and non-confrontational communication. The very real, everyday examples presented throughout the workshop brought focus to some difficult team situations we were working on. As well, the "kit of tools" had something of interest for everyone. The entire team viewed the session as being positive, upbeat and very enjoyable.

We look forward to having you back in the near future to address new and different team challenges we expect will be encountered.

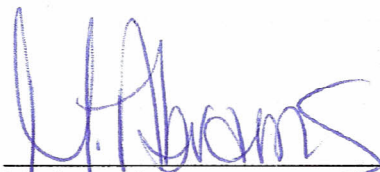
We will not hesitate to recommend your services to our many colleagues within the City.

Once again, thank you.

Yours truly,



Walter Trocenko  
Director  
Southside, River Valley & Major Attractions Teams



Marlene Abrams  
Staff Development Officer  
Human Resource Services

WT/kd