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*June 1, 1992*

*Mr. J. Mowatt  
Seminar Leader  
Custom Learning Systems  
#210, 534 17th Ave. S.W.  
Calgary, Alta.  
T2S 0B1*

*Dear Jeff:*

*Yes! Yes! Yes!*

*Thanks for your informative and enthusiastic seminar on Customer Service. All indications are that it was well received. The rapport you developed with our people was outstanding.*

*Great job! Thank you.*

*Regards,*

*D. Lammle  
Vice President*

*DWL:lvw*