



Head Office

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April 12, 2001

Mr. Jeff Mowatt  
J.C. Mowatt Seminars  
2206 - 29th Avenue SW  
Calgary, AB T2T 1N7

**Re: Customer Service Training for SGI**

Thank you for having a positive impact on customer service at SGI. People are saying they can feel the difference.

During our extensive customer service training selection process you displayed the professionalism, style, enthusiasm, and course content, that allowed the selection team to unanimously choose JC Mowatt Seminars as the customer service training vendor for SGI. Your course design and content reflects your diligence in researching and understanding our business and culture.

Anecdotal evidence supports formal employee feedback indicating SGI employees approve of the "Influence With Ease" program which consistently receives high ratings. Employees from all levels of the corporation have indicated the training has been informative and rewarding in a communication style that is positive and energetic. Employees often provide appreciative comments on how you are able to use examples and analogies relevant to their business environment.

Jeff, I look forward to continuing our great working relationship into next year as we continue to implement the program.

Yours truly,

A handwritten signature in blue ink that reads 'M. Gottselig'. The signature is fluid and cursive, with the first name 'Murray' and last name 'Gottselig' clearly legible.

Murray Gottselig  
Manager, Corporate Customer Services

MG/mg