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May 26, 1995

ELITE INFORMATION SYSTEMS
A BROADWAY & SEYMOUR COMPANY

New York
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Ed Rigsbee
P.O. Box 6425-100
Westlake Village, CA 91359

Dear Ed:

The "Customer Service on the Telephone" seminar you gave for our telephone support department on May 13, 1995, was a resounding success! Due to our business requirements that would only allow us to hold the seminar on a Saturday, I was afraid there might be some dissension and/or attitude problems with our staff who were resentful of giving up their Saturday. Your unique combination of enthusiasm, humor and insight, however, not only kept everyone's attention throughout the day, I feel certain that your ideas, concepts & hints will have a lasting, positive effect on the department.

Thank you very much for your time. I couldn't be more pleased.

Sincerely,

PATRICK HURLEY

Customer Services Manager

PH:tp