



Crestcom International, Ltd.

"Trainers to the World"

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August 22, 2001

Patricia Fripp
527 Hugo Street
San Francisco, CA 94122

Dear Patricia,

WOW! You really delivered a knock-out punch as the guest speaker for Crestcom's International Meeting. You brought fresh, to the point materials that were applicable to everyone of our US and International attendees – no easy task. As you are aware, our Distributors spend every working day of their life utilizing materials and techniques by the masters: Zig Ziglar, Bob Pike, Harvey MacKay, Tom Hopkins, and other luminaries. With your one hour presentation, you vaulted to the head of the list.

Patricia, I've heard, monitored, and critiqued a lot of professional trainers in my 30 years in this business and I must say that I was really impressed with the obvious research you did on our organization. You displayed an incredible depth of knowledge about our products, sales process, and even our vernacular. Thanks for the effort and for delivering far more than you promised.

Best regards,

John Krause
Executive Vice President
Crestcom International, Ltd.

JK:cw