



JAMES J. SMITH
President

Mr. Steve Rizzo

Dear Steve:

I laughed, I cried, I needed "DEPENDS." And, I was far from alone.

On behalf of the 900 delegates at "A PERFECT 10," GEM's 10th Annual International Travel Conference, please accept our most sincere and heartfelt gratitude for an absolutely outstanding performance.

When Al and I first saw you in action at the Speaker's Showcase, we recognized your unique ability to combine side-splitting humor with "real-life," on-target motivational techniques. It's one thing to get an overview in a 20-minute showcase; it was quite another to watch the delivery process unfold on stage.

Our delegates each completed a "Conference Critique" wherein, among other things, they were asked to rate their 3 favorite conference speakers. Considering that they had the opportunity to choose from over 25 speakers (including Notre Dame Head Coach Lou Holtz and some other high-priced talents) **you should take pride in the fact that you made the top 3 list on over 93% of the Critiques.**

There's not much left to say, Steve, except . . . "Thank you!" for a superb performance and making us look good in the process (in most cases that's a full-time job!). We look forward to working with you again in the not-too-distant future.

Best personal regards,

James J. Smith
President

JJS:njh

Enclosures: Beta Cam Performance Video
1/2" VHS Performance Video

cc: Al Minkoff, CTC