

March 12, 2004

Chip Eichelberger, CSP

Dear Chip,

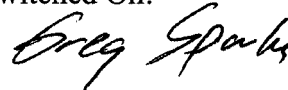
*WOW!* We knew you were going to be good, but quite honestly, you bring new meaning to the concept of *exceeding expectations*. Your participation in our Store Manager's Meeting on March 9<sup>th</sup> turned our annual tradition into a powerful event.

The best reward, however, is the feedback we have received from our Store Managers, and the consensus about your positive impact, your energy, and well-grounded nature is unanimous. Your ability to transfer enthusiasm, while incorporating your message with the vision of our company, really hit home for our management team.

Working in an increasingly competitive industry, with expectations that continue to rise, our store managers are always under the gun to perform. While we boast that our team is among the best in our industry, everyone benefits from a power boost that has far reaching implications both on the job and in our professional lives. You provided us with such an experience ensuring the lights in the room were not the only thing *switched on* when you left. I can attest personally that you switched me on and I haven't been switched off since!

With many requests from our managers to have you make a repeat performance at our meeting next year, it is my hope that our paths will cross again. Until then, it is our goal to remain *switch on* in all facets of our lives. With best regards, I am,

Switched On!



Greg Sparks, President  
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GS/db

cc: Cherié Myers, Director  
Public & Government Affairs