




DEFENSE COMMISSARY AGENCY
EASTERN REGION - NORTHERN AREA OFFICE
2257 HUBER ROAD
FORT GEORGE G MEADE MARYLAND 20755-5220

August 18, 1999.

REPLY TO
ATTN OF:

DeCA/EA-RDPN-MD

Mr. Michael Scott Karnovich


Dear Michael:

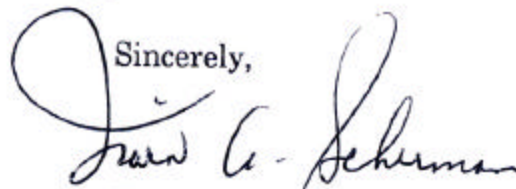
I want to take this opportunity to express my thanks for you outstanding presentation to the Eastern Region Personnelists attending our workshop in Newport, R.I. Being the last presenter on the final day of a program is never an easy task. Traditionally, at this point participant attention begins to drift to some rather weighty issues such as "Hope he gets done in time so I can make my flight", "I wonder if traffic will be heavy getting to the airport", "Was it Terminal B, Level C, Row D, where I parked my car? No, on second thought I think it was Terminal C, Level D, Row B." As I closely watched our group it was very plain to see this was not happening during your session. Instead, they were locked onto you and your message with a energy level usually reserved for a keynote speaker on day one.

Your words were real, relevant, and resounding. You graphically demonstrated how easy and tempting at times it might be to just roll over and quit...ah, but how much more rewarding it is when instead we focus on the opportunities that in turn allow us to conquer life's biggest hurdles. Speaking not just from a theoretical base, but freely sharing your own personal experiences provided an extra measure of creditability to your already dynamic presentation.

I could not have chosen better or more wisely when I decided to have you as our closing speaker. You turned the session into a win-win event. You certainly made me look good! But when it inevitably finds its way into our life.

Thanks again for delivering in such a grand manner. Look forward to seeing you sometime in the near future.

Sincerely,


IRWIN A. SCHERMAN