



KEY BUILDERS CONSTRUCTION, INC.

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August 6, 2004

Dear Yona,

I want to take a moment and thank you for your efforts in conducting our training and development sessions. Our sessions on "Team Building", "Customer Service", "Managing Transformation (change)", and "Mentoring", remain highlights to all our staff. It was so refreshing to see you interact with our very diverse and sometimes challenging staff and actually see them have fun....learning.

I am continually asked about when we can get you back in for more training.

But, you have seen those results yourself as you concluded each session. What I want to commend your firm on, is the ease with which you assist me in the process.

It continues to amaze me how your firm can develop such meaningful programs. We spend about an hour discussing what we need, who your audience will be, and the time frame we can allocate. From that short interactive discussion, and a follow-up format review, we can accommodate my complete fiscal human resource development plan, as it relates to training and education.

Because of your historical performance, I trust that what we wanted will be delivered, in a meaningful and professional manner, and you get the most results, compared to other organizations we have used.

I want to suggest that you continue to allocate time for our company on your training calendar. Our investment with your firm, is an investment in our people and our future successes.

Best Regards,

R. Bill Aiken
President
Key Builders Construction, Inc.