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March 10, 1995

Mr. Michael Ballard, President
Metamorphosis
RR#1, County Road 19
Stirling, Ontario
K0K 3E0

Re: Scarborough Chamber of Commerce Meeting

Dear Michael:

Fantastic! First rate! These are just two of the comments first offered to me when you finished presenting. Our members expressed many enthusiastic and positive comments about your content and delivery style. Our Membership Services Director mentioned she has received many phone calls from our members telling her how pleased they were to have heard you speak. They've asked us to invite you back! I'll be calling you soon as I know your schedule must be filling up quickly!

Michael, your presentation was informative and thought provoking. You gave us all many different ideas to increase our productivity and bottom line. Your model featuring "The Four Quadrants" gave each person in the audience something to implement in both our business and personal lives.

We all enjoyed your very dynamic visuals. They are a tremendous asset to your message. They certainly allowed our audience to more fully appreciate how they can impact their career and their lives.

Thank you for your high level of professionalism in both your speaking and in dealing with you. It was a pleasure in using your services. You made us look great!

Regards,

A handwritten signature in black ink, appearing to read "G.A. Townshend". The signature is fluid and cursive.

G.A.(Jerry) Townshend
Scarborough Chamber of Commerce c/o
Townshend College of Business & Computers