

Christy M Metcalf
C.E.O. Learning Systems
3971 Hoover Rd #186
Grove City, OH 43123

November 20, 2003

Dear Christy,

I would like to take the time to thank you for all your efforts with our company, Bravo Development, Inc. this year. As a private restaurant company based in Columbus OH, whose mission statement says that our goal is to be the best Italian Restaurant Company in America, it has been a pleasure working with a professional such as yourself and CEO Learning Systems.

From the time we first met, I have always felt that you had our best interest in mind. You were always willing to address any issues that we had from subject matter to budget concerns. Even when we weren't sure what our needs actually were, you were able to help us articulate that by asking the necessary questions that would guide us to the answers we sought. Your experience, creativity, and expertise in the training and development world has helped us to offer targeted programs that were cost effective and greatly beneficial to our managers and key hourly employees.

The feedback that we have gotten from those who have attended your sessions this year has been fantastic. Comments have been better than any other development sessions that we tried to put together on our own. I have to credit that to you due to the content and the informative yet entertaining way you have of communicating your message! You always have the class on the edge of their seats. They leave energized and more enthusiastic about their jobs and careers than when they arrived.

I also feel your efforts with the development sessions at BDI have positively affected our turnover numbers. We have seen management turnover hit an all time low this year! We are definitely having discussions of how we can positively affect more of our managers next year with our current curriculum and additional topics that you can hopefully help us to address.

Again, thank you so much for all your hard work with BDI; you even took the time to really learn specifics about our industry before we even talked about programs which told me that you were truly concerned about our results and that your expertise was not limited to a specific business or industry. Kudos to you!

Looking forward to our ongoing partnership!

Jeff Ramm
Director of Training and Development
Bravo Development, Inc.