

Dear Christy:

We the owners of Ross Printing would like to thank you for your contribution to our small family-owned business. You came highly recommended from mutual acquaintances; we have observed first hand your great influence on the success of one such contact. Your training exceeded our expectations and the follow-up was above and beyond our arranged agreement. It was a pleasure working with you and CEO Learning Systems.

We initially hesitated to approach someone of your caliber due to your background as a Corporate Trainer for a Fortune 100 company. However, we were pleasantly surprised at your eagerness to help and flexibility in working with our small business.

We needed someone to help us during our redevelopment period and we knew that the training of our new marketing employee would be paramount to our mission and implementation of our new service platform. With your help we decided to start with the basics by using the FranklinCovey Time Management System. The immediate impact you had on our employee was clear and after 5 months his outlook and understanding of the benefits of time management are building positively. We purposefully waited a period of time before formally thanking you because we needed to look back to see your encouraging effect on our employee and our company.

As we further develop our marketing staff we plan to contract CEO Learning Systems for further training. Your clear vision and positive energy impacts everyone with whom you come in contact. We would recommend you to a business of any size because of your professionalism and personal passion to contribute to the success of the businesses with which you partner.

We look forward to our continuing relationship.

With our sincerest regards,

Chul Y. Kim  
President  
Ross Printing Co.

Kyung J. Kim  
Vice President  
Ross Printing Co.

Charles H. Kim  
Vice President of Finance  
Ross Printing Co.