

Terry W. McKenna
Employee Performance Strategies, Inc.
5002 Flint Rock
Chantilly, VA 20151

Dear Terry,

Thank you for a great presentation at the 1998 ICA Convention. You did your homework and the message was right on target.

As usual, your presentation skills were outstanding.

At your convenience, please call me to discuss how we can integrate this information into our Car Wash Training Program currently being developed.

Sincerely,



R. D. Gavlick

cc: C. Burton
M. Thorsby
K. T. Weir