



NATIONAL RETAIL FEDERATION

February 26, 2002

Mr. Terry McKenna
Principal
Employee Performance Strategies
4673 Flatlick Branch Dr.
Chantilly, VA 20151-2264

Dear Mr. McKenna:

Just a brief note to express NRF's sincere appreciation to you for participating in the NRF 91st Annual Convention & EXPO. Your efforts and insights helped make this a particularly valuable session and your participation contributed significantly to the overall success of Retail's Big Show.

On behalf of all of us at NRF, we are very grateful to you for your support.

Sincerely,

Karen T. Knobloch
Senior Vice President
Member Services

The World's Largest Retail Trade Association

Liberty Place, 325 7th Street NW, Suite 1100
Washington, DC 20004
202.783.7971 Fax: 202.737.2849
www.nrf.com