



March 1, 2010

Dear Alan,

I want to thank you for the most unique team building exercises you provided to my operations team. Some had been exposed to such sessions in the past, but never led by such a great celebrity.

The session helped them express their concerns about the company's organizational shifts, while helping them focus on their own responsibility in making sure those efforts are successful.

The metaphor of the Connecticut Yankee as a failed team builder was easily grasped. I think we will see a smooth transition thanks, in part, to your efforts.

With gratitude for an impressive impersonation and learning experience, I am

Sincerely yours,

Mickael Rabillaud
Director, US Operations