



August 7, 2008

David A. Berresford  
4114 Wile Road  
Wooster, OH 44691

Dear Dave:

On behalf of the sales team here at Chartwell, I would like to thank you for your time and efforts for what was an extremely successful day of “Bridge Building for Success.”

Our team is quite tenured and experienced, and has been through many training and motivation sessions over the past 15 years. Each of them has expressed their belief that this was among the most advantageous programs they have experienced in their careers. They were particularly taken with the passion with which you presented and the hands-on group activities.

Each member of the team has expressed how motivated they were at the conclusion of your program. As a manager, I could not have asked for more.

Feel free to have any prospective clients of yours call me for a reference. I wholeheartedly recommend this program.

Sincerely,

David Adair  
Regional Sales Manager  
Chartwell, PA/UPMC Health System