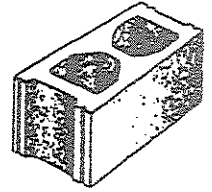


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October 29, 2004

Mr. Bob Dickson
Dale Carnegie Training
B. Dickson & Associates, LLC
21 Maple Street
Naugatuck, CT 06770

Dear Bob:

Now that I've had some time to reflect on the "Dale Carnegie Course" that was just completed, I thought it would be appropriate to share with you some of my observations.

I have been in a General Managers position for over twenty years in the construction industry. My objectives have always been to make the companies I worked for progressive and profitable.

I can summarize all my training and experience down to a very simple conclusion:

"A company's greatest assets are its employees."

You can create a stimulating, challenging and rewarding work environment and then all you have to do is "find" the right employees to work in that environment. Finding the right employees can be difficult, time consuming and frustrating.

Another approach is to develop the employees that you have or hire. This is where "The Dale Carnegie Course" can be a tremendous tool for a company.

In reality the program provides an environment that is stimulating and motivating to the individual. By focusing on the "5 Drivers" and making the participants responsible to be prepared, you are creating an opportunity for them to grow.

Mr. Bob Dickson – 2
October 29, 2004

I plan to make the course available to any employee that wants to attend. I view this as an investment in people, not employees. I can't predict what the benefit will be to the company, but I suspect that it will be significant.

I would be remiss not to mention how appreciative I am to Caryn Vincent for the creative and stimulating way in which she conducted "The Course".

Thank you again – see you at the leadership session.

Sincerely,

A handwritten signature in black ink, appearing to read "David F. Birkett". The signature is fluid and cursive, with a large initial "D" and "B".

David F. Birkett
General Manager