

Mr. Frank Salisbury  
Business & Training Solutions  
Ltd  
1A, Woodlands Office Park,  
Southern Cross,  
Bray  
CO. WICKLOW

Your reference

Our reference  
lhTel. (01) 70 91 800  
807

Fax (01) 70 91 888

Date  
October 24, 2008

Dear Frank

Just wanted to say well done to you, Sandy and BTS on the work you have done with us over the past 18 months or so.

The approach you used in the development of detailed sales processes; facilitating the involvement of all the sales teams; and the training of our Business Unit Managers as sales coaches, has certainly achieved our objectives of enhancing the competencies of all concerned salespeople and sales managers alike. We now have a game plan, and we now know specifically what to work on in order to continuously improve sales performance.

Many thanks for all your help with this project and we look forward to a continuing relationship.

As Always

Best Personal Regards



Leo Halpenny  
Director Sales & Marketing,