

September 20, 2000

Anthony "AB" Bourke  
Afterburner Seminars  
4188 North Wishon Avenue  
Fresno, California 93704

Dear AB,

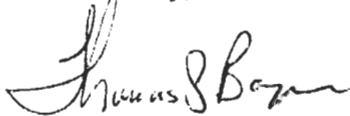
I cannot convey to you how enjoyable and beneficial the Afterburner seminar was for our Field Management team! The excitement that was created by your group carried throughout the weekend.

The team you brought with you was exceptional. Each individual poured their heart and soul into their presentations. Their energy level remained high throughout the day, allowing our associates enthusiasm to continue to grow.

Thank you for teaching us the lessons of planning, executing, and debriefing. We are now ready to tackle our toughest competitors from a new perspective and ensure that we win the war!

I look forward to our next adventure!

Sincerely,



Thomas J. Bowyer  
Senior Vice President  
Sales and Operations

cc: James D. Murphy

TJB:sb