



Jay D. Johnson
President
ABOVE & BEYOND INTERNATIONAL
Wilderness Education Association
P.O. Box 1088
Sharon, CT 06069

Jay,

I just wanted to thank you for so capably facilitating my group's session.

We were impressed with the flexibility of the program (I did not believe that such an interactive and physical program could be implemented within a small meeting room in a New York City hotel). As you know our goals were to work better as a team to meet increasingly more difficult demands from our customers. Your exercises taught very relevant lessons - communication, innovation, and understanding your customer's requirements. Not only did people learn these lessons, but they also had lots of fun!

I would wholeheartedly recommend your services to others.

Best regards,

A handwritten signature in black ink that reads "Robert MacColl". The signature is written in a cursive style with a large, looped initial "R".

Robert MacColl
Vice President
MasterCard International