



Len Merson
Productivity Concepts, Inc.
6670 Ambrosia Lane, Ste. 520
Carlsbad, CA 92011

March 28, 2006

Dear Len,

Your presentation at our February First Friday Breakfast entitled *Controlled by Chaos? Clear the Clutter* was outstanding. Your expertise and enthusiasm captivated our members and provided them with tools they could apply immediately to their respective businesses. You had tremendous command of the audience, keeping everyone engaged and motivating them to improve their business. The program evaluations were excellent and comments included "Dynamic, interesting presenter. Great Job!" and "Excellent!" Thank you again.

Sincerely,

A handwritten signature in cursive script that reads "Betsy A. Bracken".

Betsy Bracken
Director of Special Events