



Dvorak Marketing Group  
1064 Bombay Way  
Palatine, IL 60067

Swissport  
P.O. Box 66081  
618 South Access Road  
Chicago, IL 60666-0081

Phone: 773-686-6572 X107  
Fax: 773-686-1064  
bob.nobile@swissport-usa.com

September 27, 2004

Dear Doug,

Your presentation during our management development seminars was indeed just what we needed. Our employees found your motivational presentation inspiring to say the least. I've known most of the employees personally for some time and never would have imagined seeing them wearing funny red noses and glasses and actually acting goofy. They not only enjoyed themselves tremendously but also came away from the seminars understanding more about what it takes to not only motivate their co-workers and staff but also to have a more positive outlook on their own lives.

I also want to thank you for meeting with me in advance of the seminars to get an understanding of our industry and seeing what our employees deal with on a daily basis. Having this knowledge certainly added to your presentation.

Feel free to send any references my way and I will surely call you for our future needs.

Sincerely yours

A handwritten signature in black ink that reads "Bob Nobile". The signature is written in a cursive, flowing style.

Bob Nobile  
Training, Quality & Development  
Manager