



Winner of the 2000, 2001 and 2002 Consumers' Choice Award for Business Excellence in Computer Training



Ross Evert
New Horizons of Atlanta
4053 Lavista Road
Tucker, GA 30084

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Shelly Mellomida
New Horizons of Sacramento
1215 Howe Avenue
Sacramento, CA 95825

Dear Shelly,

I write this letter to let you know what a valued partner I consider you. In my eight years with New Horizons I have dealt with scores of Account Executives, many of them are members of the President's Club. In my estimation, you are the finest Account Executive that I have worked with. If I were a client, you would be my choice to serve my needs.

In the year and a half that we have worked together, I have come to understand some of the reasons for your tremendous success. First and foremost is your concern for your client. It was immediately apparent that you were totally committed to providing the best service to your client. I have often thought that few if any Account Executives would be willing to support their client to the extreme that you have.

The amount of training that your client has done requires great attention to detail. You have done a fantastic job in that area. One might allow for some level of discrepancy, but your record has been impeccable.

Finally, your positive attitude is wonderful. It is invigorating just to speak to you for a few minutes - you bring energy to my day.

You keep doing the things that have brought you your current success and there is no telling how successful you can be. New Horizons is lucky to have you.

Sincerely,

A handwritten signature in cursive script that reads "Ross Evert".

Ross Evert
Sr. Account Executive

The World Leader in Computer Training

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