



October 1, 2003

Laurie Peck
CANSPEAK
Suite 530, Pacific Plaza
10909 Jasper Avenue
Edmonton, AB. T5J 3L9

Dear Laurie:

It was wonderful to work with Jim Clemmer at our recent conference at The Fairmont Jasper Pak Lodge.

Almost three out of every four people who took in Jim's presentation on leadership rated it either Excellent or Very Good. That came as no surprise to me, because Jim came prepared to present to our more than 600 delegates.

I was especially impressed that Jim surveyed some of our delegates prior to his presentation and used several of their quotes during his keynote address. He even did research on our website and used our conference logo in his presentation.

Jim was the second person to arrive in the room on the morning of his presentation. He arrived so early to prepare, I only managed to beat him by a few minutes, and that commitment showed in both his delivery and high marks he received from our delegates.

Thanks for suggesting Jim Clemmer for our event, and I highly recommend him to anyone looking to book a speaker who really cares about his customer!

Yours truly,

Grant Ainsley
Executive Director

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We are an alliance of local home builders' associations dedicated to resolving the issues that impact the residential construction industry in Alberta