



Professional Home Builders Institute of Alberta

Suite 201, 208 - 57th Avenue SW, Calgary, Alberta. T2H 2K8
Telephone: (403) 216-8310; Toll Free (in AB): 888-325-9999. **Fax:** (403) 253-7130.
E-mail: phbia@phbia.com **Web Site:** www.phbia.com

December 19th, 2001

Mr. Jim Clemmer
President
The Clemmer Group
Suite 105, 10 Pioneer Drive
Kitchener, Ontario
N2P 2A4

Re: "How to Build a High Performance Corporate Culture" Seminar - November 14 - 16, 2001

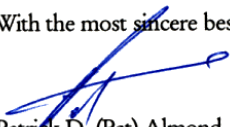
Dear  :

I would be very remiss if I did not express my delight regarding the excellent seminar you conducted for the Institute in Canmore, Alberta during November 14 - 16, 2001. I will send you the tabulated results of the seminar questionnaire by e-mail. However, I am not able to resist passing to you some of the results I have tabulated to date.

All 25 participants were totally unanimous in requesting you return to deliver another seminar. The only variance was when you should return. The majority held out for 2003, where you will be asked to do an update on the recent seminar and then move to how to develop or improve a customer oriented culture. It became very evident that you had completely grasped the business of home building as practiced in Alberta. You were able to satisfy the needs of the bigger home builder company executives (400 - 600 homes per year) as well as make the same information absolutely relevant to the small home builder company (10 - 50 homes per year). You will recall how some family couples initially stood out. This group of smaller builders were very impressed with the way you made them feel so much at home with people whom they normally regard as their rightful enemy. Most notable was the great enjoyment expressed by everyone in working with you. I have been involved in education and training for over 30 years. I can recall at best, only two other occasions where so much enjoyment in what they were learning percolated so quickly through a group of people consisting mostly of strangers.

I give you my heartfelt personal thanks for these results. It makes my job of locating high quality seminar leaders such as yourself that much easier. I shall be talking with you in early 2003 to map out a new seminar or seminars. All but one of the 2001 participants will require a seminar in 2003 to keep their certification requirements. I suspect that means I will have to consider a cap on the total number of participants permitted to attend in 2003. You must remember that in the Alberta new home building industry good news travels really fast. It may mean two seminars to be conducted because of the excellent reputation you have established in our industry.

With the most sincere best wishes for a very Merry Christmas and a Happy, Healthy and Prosperous New Year,


Patrick D. (Pat) Almond
Executive Director