



The Membership RV Camping Club
Mountain Lakes

February 15, 1995

Mr. Ed Rigsbee
PO Box 6425
Westlake Village, CA 91359

Dear Ed,

I would like to take this opportunity to thank you for the training seminar you put on for us here at Mountain Lakes Resort. I personally found it to be an enlightening experience which provided valuable insight regarding numerous management, and customer service issues. In addition, there were also many others in attendance who felt that your down to earth style and overall energy made the concepts of customer service easy to understand, and fun to consider.

Most of all Ed, I appreciate the fact that you were flexible enough to adapt to our unique setting in a positive way. Your ability to execute a highly professional program with a less than desirable format was certainly commendable.

Thank you again.

Sincerely.

Tim Larney
Director of Operations
Mountain Lakes Resort