



**SERVICE SPECIALISTS ASSOCIATION
HEAVY DUTY REPAIR SPECIALISTS**

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November 23, 1998

Mr. Edwin Richard Rigsbee
Rigsbee Enterprises, Inc.
P. O. Box 6425
Westlake Village CA 91359

Dear Ed:

This is a note to thank you sincerely for your excellent presentation to our convention this fall in Phoenix.

Your keynote on Consolidation was right on the money, and I could tell from the rapt attention of the group, the overwhelming participation during the program, member comments, along with the ratings we gathered -- that your presentation was the best of the meeting and one of the very best in our history.

I especially appreciate your pre-convention preparation: calling members, visiting their companies, totally tailoring the talk (including newspaper clippings and other visuals).

We hope we can have you back again and again. Your attention to detail, your enthusiastic and knowledgeable comments (with take-home suggestions) and your gracious communication with members following the opening -- all these elements made our 1998 annual convention and the keynote address very worthwhile and meaningful.

You are the rare speaker who very carefully zeros in on the group concerns and gives some great suggestions along with "take-home" ideas. Please don't hesitate to list SSA as a very satisfied client!

With warm wishes,

Cara R. Giebner
Executive Vice President