



Mr. Ed Rigsbee  
3595 Old Conejo Road  
Newbury Park, CA 91320

Dear Ed:

Thank you for a terrific presentation at the 2002 NATSO Convention. Attendees rated your seminar as outstanding and said that it went beyond their expectations.

The audience really appreciated your high energy and ability to get them involved in the subject.

Thank you for the contribution you have made to the travel plaza industry through such a well-received seminar. We look forward to working with you again in the future.

Sincerely,

Kim Viani  
Executive Director