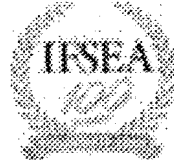


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May 5, 2004

Ed Rigsbee, CSP
Rigsbee Research
3595 Old Conejo Road
Thousand Oaks, CA 91320

Dear Ed:

I can't tell you how pleased I was in selecting you to keynote at our Denver meeting in April. You made me look good because some questioned the connection between Partnering and our food service memberships. Your keynote was on target to the needs of our employees/members and they no longer question the tie-in. Of specific note was the military, which didn't see it at all, but they also see it now and very much enjoyed the presentation. The fact that you tailored your comments specifically for our group was highly appreciated.

Your message was both motivating and content filled. Your average scores on the post-conference surveys were very close to the top mark, 5. Excellent, interesting, on-target, he knew what he was talking about were some of the words used.

Additionally, your member valuation session created great value for us. We now can better communicate the high-level return on investment our members receive from their membership—the board of directors was quite pleased with the new information. Everyone is excited about the quick work you did there and they are motivated to use the data which we have provided via magazine, web and e-mail to all members.

I would highly recommend you to any corporation or trade association as a keynoter and seminar leader.

Sincerely,

Ed Manley, MCFE, CHM, CPFM
President and Chief Operating Officer

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