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April 12, 2004

Ed Rigsbee, CSP
President
Rigsbee Research
3595 Old Conejo Road
Thousand Oaks, CA 91320-2122

Dear Ed:

Not only did your presentation get rave reviews, it was such a delight to work with you at our 15th Annual Meeting, *Indoor Environments 2004*. Huge issues were raised during the annual business meeting that preceded your session and the meeting extended on past the time for your scheduled keynote. Yet you made allowances for our last minute scheduling changes and didn't miss a beat when it was time to roll with your presentation. That, more than anything demonstrated your commitment to supporting those of us on the event planning side and doing whatever was necessary to help the Association look good to attendees.

Typically, having you on hand was extremely timely as well and really benefited our membership. I could not have been more pleased with your performance. When scheduling a keynote speaker the last thing I want to worry about are on-site challenges and catering to the speaker's needs. While on-site challenges are inevitable, working with you was easy and seamless.

Never have I worked with a speaker who better understands the needs of an association than you. Everything you did was geared towards making things easy so that we could focus our energy on the meeting and participants. The energy you exuded was infectious and exactly what was needed for the kick off to our conference.

It was obvious to me that you did your research on our industry. From the additional breakout session on member value that was enlightening to the post-conference article you wrote for us about all that NADCA does for its members, you really delivered.

Receiving the article was an unexpected bonus and I know it will get members thinking even more positively about NADCA. It is scheduled to appear in the next issue of our magazine, which will hit right at annual dues renewal time and remind them of the high ROI from their membership investment.

You really do operate consistently with your partnering message. As a partner to our Association, you've ensured that everyone profits from the alliance relationship. You exceeded our expectations and we couldn't have asked for more. Thank you.

Sincerely yours,

A handwritten signature in black ink that reads "Aaron Mindel". The signature is fluid and cursive, with a prominent initial "A" and a long, sweeping underline.

Aaron Mindel
Executive Director