



June 5, 2006

Warren Macdonald

Vancouver BC

Canada

Dear Warren:

It was a tremendous pleasure to have you as our guest speaker at VHDA's ITS Kickoff. The event was an absolute success! The entire staff benefited from hearing your story! The ITS unit had just undergone a reorganization, and your inspirational message about dealing with change made a difference for our staff, not only in our work lives, but in our personal ones too. Your passion and your message about the power to move on after a catastrophe are right on target! You captivated our audience from "hello"!

You took the time before you came to VHDA to learn about our company. You researched our mission and vision along with having a conference call with our kickoff team to get to know everyone. Your message was poignant for us because you related your experiences to everyday business challenges that we face. Your message of "it's up to you individually what you can overcome" is one that really made a difference to our team!

I highly recommend you to any organization as a keynote speaker. Your message is worth hearing more than once and will leave any audience looking for possibilities instead of closing doors! In addition, my staff was impressed that you took the time to autograph copies of your book during breaks. That extra touch meant a lot to us.

Thank you again, and we appreciate all of the time and effort that you put into your presentation for our kickoff. You made our event memorable!

Sincerely,

Janet W. Butler
Managing Director of ITS