



Loyd's

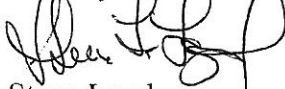
Aviation
Since 1958

PAS Associates
Attn: Holly Culhane
1401 19th Street, Suite 420
Bakersfield, CA
93301

Dear Holly,

I wanted to let you know how much my staff and I enjoyed the "Give 'Em The Pickle" customer service training that you led for our company. The interactive format was very successful, your questions and tools had our employees enthused and thinking about our customer. After reviewing the four most important customer service principles our team is focused on, and excited about, giving our customers more pickles. You gave us a pickie by leading such a useful training for our team; we have already seen an immediate impact on our business.

Thank you,



Steve Loyd