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September 24, 1992

*Ms. Barbara Sealund
Sealund & Associates
13825 ICOT Boulevard, Suite 613
Clearwater, Florida 34620*

Dear Ms. Sealund:

We would like to take this opportunity to commend Sealund & Associates for the excellent work done on our Telephone Center CBT course. It has made the training of our Interviewers more efficient and has allowed us, in some cases, to cut our training time by one day. From start to finish, your company's approach, professionalism, and expertise was without fault.

A special thanks to Lori Sullivan, Careen Massey, Robb Gomes, and Bill Tonnies for their helpfulness and patience. They were a pleasure to work with and all put forth outstanding effort.

Sincerely,



*Marilyn P. Joy
HP Computer System Specialist
Data Acquisition Telephone Center*

MPJ/csb