

Paul Arpin

VAN LINES INC.

Peter Arpin
Executive Vice President

October 31, 1990

The Achievement Group
Ms. Lori Bomes
One Richmond Square
Providence, RI 02906

Dear Lori:

Boy, am I glad I booked the Achievement Group for our 1990 convention in Boston!

Your seminar was a smashing success. Bob, in an eloquent and emotional talk, captured the human side of this group of tough business people. Through the telling of personal trials and tribulations, he touched our caring parts that sometimes get bottled up in high pressure, work environments. I know the employees of Arpin Van Lines will directly benefit from what he shared with the owners of this company.

All professional speakers have a theatrical style, and Bob is no exception. Where the others fall short, however, he excelled--taking us through the refractions, the prisms of his memory, and letting that journey illuminate the significance of our own experience. It is a little bit like reading a book whose characters stay with you forever.

Thank you for an enlightening two-hour presentation.

Sincerely,

Peter Arpin
Executive Vice President

PA/cat

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