



ERA Franchise Systems, Inc.

Always There For You®

Training Department

April 8, 2008

Congratulations! The ERA 2008 International Business Conference in Orlando was a *huge* hit. Your contribution to the education sessions, without a doubt, played a key role. The membership feedback has made it clear that this was a very successful Conference.

The overall summary rating for **'I would recommend this speaker to be invited to future events' was 96.9%. The highest ever!** Enclosed you will find a copy of your session evaluation results as well as the audio CD from your session. Three-hour and designation session were not recorded.

Thank you for your willingness to contribute to the ERA International Business Conference. Your commitment to excellence is greatly appreciated.

Warm Regards,

Melody Bohrer

Vice President

ERA Education & Development