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**Deloitte
& Touche**

May 29, 2003

Ms. Pauline O'Malley
President
The Revenue Builder
Park Place, 666 Burrard Street, Suite 500
Vancouver, BC, V6C 3P6

Dear Pauline:

It's been a couple of months now since I completed the Accelerated Revenue Builder course, and I thought the time was appropriate to write you and let you know how much I appreciated the course and your assistance throughout it. The Revenue Builder is far and away the best sales training course I have ever participated in, and I am continuing to use it for the model, structure and processes for my sales activities.

Three specific aspects of the Revenue Builder particularly resonated with me. The first was the fact that the program recognizes that clients-to-be at different stages of the sale cycle have different concerns, questions and needs, and must be dealt with in different ways. This important lesson allows me to put a structure on my discussion with my clients-to-be that gives them the information they need, in the way they need to hear it – a revelation worth the price of the course.

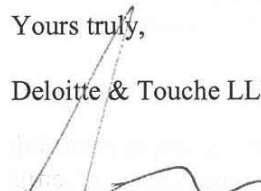
Second, the Revenue Builder did not simply provide that lesson, but helped me to build the tools I need to put it into practice: structuring questions appropriately, developing the questionnaire and diagnostic approaches that fit the sales stage of my client-to-be. For me, this level of practical "how to" is an essential element for success.

Finally, the delivery of the course as a self-study exercise supported by weekly phone conversations with a coach is a very effective learning process for me. I found I was engaged by the material and challenged by the homework. I always enjoyed our coaching sessions, even the ones in which you were tough on me (you were right!).

Pauline, I think the Revenue Builder program is outstanding. I intend to continue using it, and I wouldn't hesitate to recommend it to others struggling with the "art" of sales. The Revenue Builder goes a long way to making it a "science" instead.

Yours truly,

Deloitte & Touche LLP


Steven Glover, CMC
Partner

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