

HEAD[®]

Penn

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To Whom It May Concern:

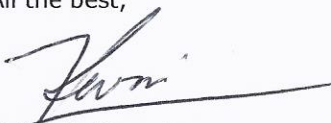
We recently had Mark Eaton speak to our top North American sales and marketing managers. Wow! His presentation of the Four Commitments of a Winning Team was very well received by our team – his message really resonated with our group! While simple and straightforward in its messaging, it was very thought provoking and has had an on-going impact on our team.

We enjoyed Mark's presentation so much we brought him back a second time to our company to address our entire customer service center. They were equally impressed. You know the values and truths he presented are universal when employees from all disciplines within our company find them equally valuable!

We've enjoyed many individual success stories since Mark's talk, but also some major team wins. Our Customer Service group just received the #1 ranking in our industry employing many of the concepts Mark delivered to our group. His Four Commitments of a Winning Team remain posted in our customer service area as a reminder of our goal of daily excellence.

I would highly recommend Mark as a motivational speaker. His insights and spot on messaging, all delivered in a highly entertaining manner, make for a great event. While his actual presentation lasts an hour, the impact for your group will pay dividends for years to come.

All the best,



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