



Monday, 8 March 2004

Achievers Group Pty Ltd
Attn Tony Gattari
Suite 5 Greenway Offices
Horwood Place
PARRAMATTA
NSW 2124

Tony,

After all the help and input you have provided me on a personal and business level, I felt obliged to write you a quick note to thank you.

Looking back now, I still find it difficult to believe how far I've come in the time that we have been working together. I feel as if my eyes have been opened to a new world of opportunity and understanding. Not only do I now have a greater enjoyment for my business and personal life, but I feel empowered to share my insight with my employees, friends and family.

I am truly grateful for the inspirational books and listening material you have referred me to, but more importantly for taking the time to sift through a great mound of inspirational and educational books, tapes and CD's to find the material that will provide the most benefit.

You have found the best way to teach me how to create raving fans – by making me one! I can honestly say that my expectations have been more than exceeded, and feel like I've had a partner to help me through the difficult times of changing my work from being a job to being a business.

Please feel free to show this note to any prospective clients. In fact, if any of your clients would like to discuss the benefits of your service, I would be more than happy to speak with them.

Once again, thank you so much for your enthusiasm, your insight and most importantly, your wisdom. They have become truly invaluable to me and to my business. I would wish you good luck for the future, but there is no doubt in my mind that your success is guaranteed, as long as you look after your future customers half as well as you've looked after me.

Yours truly,

A handwritten signature in black ink that reads 'Bart Tonna'.

Bart Tonna
Principal