

AIR CANADA



5761 West Imperial Highway, Suite 200, Los Angeles, CA 90045

June 4, 2002

Mr. Terry Braverman
Professional Speaker/Trainer/" Edutainer"/Author
Terry Braverman & Company
P.O. Box 11571, Marina del Rey, CA 90295

Dear Mr. Braverman,

Thank you for your very entertaining and informative presentation at our recent U.S. sales meeting. We thought you did a tremendous job and you helped make our sales meeting more productive.

Thanks to you, our early morning meeting began with great energy and is still buzzing. Your message and humor fit nicely with our corporate culture and your ideas for improving performance were a big hit. Your techniques for rewarding staff for the most difficult work environment, handling conflicts, and other exercises are great tools we can all use to lighten up!

Again, our thanks for creating an upbeat tone for our meeting. Your enthusiasm, humor and message will greatly assist with our sales objectives.

Sincerely,



Patrick Khoury

Patrick Khoury
Senior Director Sales USA
Air Canada