



Wheeling – Canton – Charleston  
6 Industrial Park Drive  
Wheeling, WV 26003

June 20, 2007

Mr. Joel Timmons  
President  
Profitable Glass Solutions  
P.O. Box 41022  
Dayton, OH 45441-0022

Dear Joel,

I want to thank you for conducting your customer service seminars for our company. I thought that each session was very informative and truly focused on the key customer service issues that we are all faced with on a daily basis. It was very refreshing to have the program tailored to our business. Your insight and experience in our industry really allowed you to provide examples of real world situations that our customer service representatives could relate to and understand.

Great customer service is what separates the successful companies from the rest of their competition. I feel that your seminars will help us to improve our service and therefore improve our bottom line. I would highly recommend your program to others who wish to focus on improving their business through a dedication to quality customer service.

Thank you once again and I look forward to growing our business relationship in the future.

Sincerely,

A handwritten signature in black ink that reads 'Robert H. Hartong II'.

Robert H. Hartong II  
President