

January 28, 2003

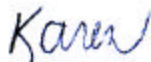
Al Sneddon
The Chapman Group
9881 Broken Land Pkwy
Suite 302
Columbia, MD 21046

Dear Al,

It was very exciting to see all our efforts come together with the publication of the Sales Training and Sales Coaching Manuals and with our first Selling Skills training class. John Cangiano did a wonderful job as was reflected in the evaluation forms. Enclosed is a testimonial of the good job The Chapman Group did for us. I hope it is helpful.

All your efforts are much appreciated. Our good working relationship contributed to the success of this project. I look forward to our working together in the future.

Yours truly,



Karen Sohl
Corporate Training and Development Manager

cc: Ron Felber
Greg Poff
Dennis Chapman

When I was meeting with sales training companies to find a group that I could work with to produce customized sales training and sales coaching books, I received a "cold call" from The Chapman Group. That introduction to The Chapman Group gave me the information I needed to determine that they might be the partner I was looking for.

I was in search of a company that had training materials on selling skills and sales coaching but would be flexible so that these materials could be customized to our industry (specialty chemicals) and our company culture. I also wanted the material to be usable as self-paced training as well as classroom presentation. The Chapman Group was the first company I encountered that could meet my needs.

From the initial meetings and phone calls to the completion of the project with the publication of the *Chemetall Oakite Sales Training Manual* and the *Chemetall Oakite Sales Coaching Manual*, I found the Chapman Group to be professional, accommodating and knowledgeable. I look forward to future projects together.

Karen Sohl
Corporate Training and Development Manager
Chemetall Oakite