

Safeware, Inc.
9475 Lottsford Rd.
Largo, Md.
20774

SAFEWARE, INC.

April 4, 2001

Susan Spangler
Pro Skills Plus
Upper Marlboro, Md.

Dear Susan,

I would like to take a moment to thank you for the training classes you have provided for us here at Safeware. Our entire management team has benefited from the ability to provide "Fortune 500" training workshops, although we are only a 100-employee business.

Your most recent class on "Millennium Thinking" provided us all with an opportunity to reflect on our management skills and approaches through periods of change, as well as understanding our role in a diverse workforce

Most importantly, your direct and personal style was enjoyed by everyone who attended, as evidenced by the feedback forms after the class.

We look forward to working with you in the future.

Sincerely,
Richard L. Bond
Vice President

