

November 8, 1999

Dear Fran:

Thank you for a dynamic, information packed keynote on **Taming the Technology Monster**. The audience rated you 9.3, one of the highest we've ever had.

You gave us a wealth of practical ideas on how to gain and retain customers using all aspects of business technology. Your handouts were clear and concise, too.

You and everyone in your office were very professional and easy to work with. We look forward to having you back for future **Rental Industry Association** events.

Thank you again for making our conference and Expo exceptional.

Sincerely,

Joe Novak

