

# ACCESS WEST

RECYCLING CORPORATION

*Your Inkjet &  
Laser Printer Specialists*

- Remanufactured toner cartridges
- Refilled inkjet cartridges
- Reloaded ribbons
- Original brand name cartridges
- Fast, onsite service and repairs to all types of printers
- Free delivery

February 08, 2000

Mr. Murray Warren  
The Warren Group  
3841 West 39th Ave.  
Vancouver, BC V6N 3A8

Dear Murray:

I want to thank you so much for all your help in creating a strong and effective telemarketing sales division in my company. You came highly recommended by two of my fellow YEO (Young Entrepreneurs Organization) members and the processes you suggested and training you provided were of great benefit!

For six months we have been re-activating and re-stimulating our existing and past customer base. We are filling the pipeline with cold calls and quotes, and closing deals over the phone with surprising frequency - thanks to your excellent scripting and objection handling techniques. Additionally, your methods have allowed us to better qualify prospects and gather valuable market intelligence. We are able to keep everything in order due to your insights into the ACT database.

Our investment in telesales and pro-active business development has certainly paid off. Thanks Murray, for your patience and enthusiasm!

Best Regards,



Graham Norris  
President.

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