



DALE CARNEGIE TRAINING®

Offered by
Crace & Associates
325 118th Avenue S.E. #104
Bellevue, Washington 98005
Tel. 425.453.8822
Fax 425.635.1124

316 W. Boone Avenue #260
Spokane, Washington 99201
Tel. 509.327.8122
Fax 509.327.3875

North America
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March 19, 1998

Murry Warren
3575 West 24th Avenue
Vancouver, BC V6S-1L5

Dear Murray,

Thank you for the effective presentation on telephone sales. I believe our people will each see increased sales. The increases will be a direct result of being even more prepared on each call.

Marshall Macy asked if you had left the template of answers for the first few pages. I said I would get them from you. Please drop them in the mail when you can.

The next 3-4 weeks will be critical. I will keep you informed.

Thank You,

Don Crace