



TOTAL GRAPHICS

Monday, July 28, 1997

1607 WEST 2ND AVENUE
VANCOUVER, BC V6J 1H3
TEL (604) 734-8818
FAX (604) 734-1862
www.totalgraphics.com

Mr Murray Warren
President
The Warren Group
102 - 1932 West 1st Avenue
Vancouver, BC V6J 1G6

Dear Murray,

On behalf of all of us, I would like to thank you for the insight, tenacity and drive that resulted in the successful implementation of "Telemarketing" at Total Graphics. New Business Development, as we now describe it, was only a theory of ours that needed people, a database and an accurate script to make it successful.

Your assistance in outlining the concept to our existing sales force and interviewing candidates took months off the timeline we had originally envisioned. In addition, the fact that the initial script was ninety percent accurate indicated how quickly you were able to pick up the idiosyncrasies of our business.

I believe that our existing sales force is more focused, spends less time "Dialing for Dollars" and greatly appreciates appointments that are qualified in advance.

I would have no hesitation in recommending your services given the positive results we've experienced.

Sincerely,



Jeff Taylor
President