



Valley Realty Ltd.

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Laurent Rondeau
Sales Representative



August 19, 1997

The Delphi Group,
Ms. Gail Richardson,
Century 21, Valley Realty Ltd.,
141 Lake St.,
Pembroke, Ont. K8A 5L8

Dear Gail:

Re: ACCISS The Ultimate Sales Development Process

Allow me to begin by giving a bit of my background. From 1970 - '84, I worked in government and the Canadian banking industry. In 1984 I left the banking industry to start my own business in the service industry. In late 1995 I decided to close my business and get into real estate. I completed all my courses and received my temporary license in February '96. For the next eighteen months I did what I thought I was supposed to do; knocking on doors, phone calls, open houses for other agents, got lucky and got a couple of listings, got even luckier and had a few sales, and then about twelve months into my real estate career, things started drying up. I was spinning my wheels and going nowhere. I was at the bottom of the pack in our office with no idea what I was doing wrong. Other than taking required courses to meet the licensing requirements, I did very little to improve my overall sales aptitude.

THEN in March/April 1997, you talked to me about the ACCISS Program and how it could help me. Beginning in May I made the commitment and started the course with you and have not looked back since. In July of '97 I finished ninth in an office of approximately 25 sales people and in August so far, I have moved up to fifth position. I have had two sales, five listings and worked with several other prospects since finishing this course.

The course has given me a renewed sense of confidence. It has reminded me of what I am supposed to be doing and how to do it. I guess the most important idea or concept I came away from this course with is that I can effect my future by changing the way I think. By setting goals for myself, I will start moving towards them and achieving what I want in life. I have also come away realizing that to become number one in my new profession, I'm going to have to continue improving my skills by continuing my education, by learning from, reading and studying those who have succeeded and are willing to share their knowledge with me. To this end, I have committed myself to reading at least one book at month related to selling and self-improvement. I have finished the book "The Seven Habits of Highly Effective People" and have just begun "Advanced Selling Strategies" by Brian Tracy. Both these books contain an unbelievable amount of positive information and I will have to read them over and over again to get the full benefit of what they are writing. These books and others will only to continue to improve my positive outlook on my career, which will reflect itself in the way I relate to people.

Before taking this course I was beginning to develop serious doubts about whether I was going to make it or not, but now I know I have what it takes and have made the right choice.

Thanks for being there for me and I hope we can do another course in the future.

Yours truly,

A handwritten signature in black ink, appearing to read "L. Rondeau", with a long horizontal flourish extending to the right.

Laureat Rondeau