



Willowcreek

August 6, 2003

John,

I have enjoyed the 360 Skill Builder process and have found it to be a valuable tool in my self improvement process. I have completed my first 360 Skill Builder and am scheduled to begin my second today. I am excited about improving in these key areas that were identified by my co-workers and I look forward to quickly completing this process. I have met the expectations in order receive my first certificate and hope to receive the second in the next few months. This has given me some additional interest in furthering my education. I am in the process of deciding what college or university to attend and getting enrolled. Thank you for sharing such a valuable tool.

Sincerely,

Bonnie Ager
Senior Accounting Manager
Willow Creek Management Co.