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Monday, December 19, 2005

Crystal Saldana  
Leadership Training Advisor  
Rapport Leadership International  
5715 Sandhill Road  
Las Vegas, NV 89120

**RE: Leadership Training**

Dear Crystal,

I would like to share with you our feelings about your program. Our company has realized a benefit from the many people we have sent to Leadership Breakthrough One and Leadership Breakthrough Two. The following is a summary of the major improvements I have seen in our staff.

1. Retaining employees – we feel that people that have gone through Rapport either ‘shake out’ or maintain long-term employment with the company.
2. Employees who have been through Rapport develop a sense of ‘team’ that can be capitalized upon demand.
3. We have established a unique common ground that we can tap into for tight deadlines or presentations.
4. Enthusiasm – every time a new person goes to Rapport, we embrace that person’s departure and their coming home. ‘Rapport weeks’ always stand out as a motivator for us alumni.

We at Vollmer & Associates really enjoy being with each other and the common ground of having gone through the Rapport program has given us a stronger sense of 'camaraderie'. After a Rapport session our employees come back running! You don't have to remind them to smile and put their best effort into getting organized and putting their best foot forward. A positive attitude when dealing with clients makes that client feel that you have their project first and foremost in your mind. We have grown considerably (from a group of seven to a staff of twenty-six) and that growth is a direct product of not only the work we do but also the way our work is presented to our clients by our staff - from a smiling 'Hello' when they walk in the door to presenting the final drawings in a timely and efficient manner. Everyone here feels they are an important part of the equation (and they are!). We feel Rapport has inspired that in our employees!

The Rapport experience has given all of us here at Vollmer & Associates a stronger sense of community, which in turn benefits our company - when employees feel vital and enthusiastic the company thrives.

Thank you for the experience!

Cordially,  
**Vollmer & Associates, Inc.**  
Steven Vollmer  
Principal/R.L.A.

SV/em