



December 1, 1999

**Mr. Len Merson, C.E.O.
Chaos Over, Inc.**

Dear Len:

Thank you for your highly entertaining and useful presentation "Changing Chaos Into Productivity," at the DFK International/USA Annual Conference. Our members are partners at leading accounting firms and are a very demanding audience, but you fit the bill perfectly!

One of the biggest challenges my staff and I face in planning meetings is finding quality speakers. With a speaking style that employed humor and involved the audience effectively, you kept our attendees focused on your message.

Moreover, they came away from your presentation with practical tips that they could actually use! One of my biggest complaints has been, "Great speaker, but what do I do with that?" Not in your case - several of our association's members have remarked that they went back to their office and employed your tips in managing the constant interruptions in their day from emails, voice mails, etc.

Again, Len, thank you for a terrific presentation. I would not hesitate to recommend you to anyone looking for a dynamic and effective presenter.

Cordially,

**Jay Hauck
Executive Director
DFK International/USA**