

May 4, 2007

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**Randyl Appel  
Brian Noonan  
Bella Notte  
144 Terhune Avenue  
Passaic, NJ 07055**

**Glen Ivy Hot Springs Spa**  
25000 Glen Ivy Road  
Corona, CA 92883

Dear Randyl & Brian,

Time has passed and I've been meaning to more formally thank you again for the three training events Bella Notte has provided for our employees so far this year.

**Glen Ivy Day Spa, Brea**  
1001 Brea Mall  
Brea, CA 92821

The all-employee "rally days" in January were a great success, well-received, and still talked about. Your energetic presentations to 150 employees per day for three consecutive full days never lagged. I was impressed how you were able to connect with our diverse staff—young, old, seasoned, new, executive, and front line, all in the same room! You took obvious care to present in all the major learning styles, and reached everyone and held their attention---quite a feat! And those cleverly re-worded Broadway tunes were big hits.

**Glen Ivy Day Spa, Valencia**  
24320 Town Center Drive, #100  
Valencia, CA 91355

**Glen Ivy Day Spa,  
Hermosa Beach**  
1601 Pacific Coast Hwy, Ste 280  
Hermosa Beach, CA 90254

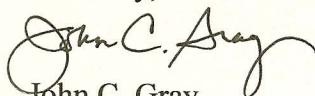
At the senior management two-day training in March you demonstrated to the two dozen of us participating how thoroughly you understand the service industry and how deeply you "get" the Glen Ivy culture. As you know, our growing company is in active transition from a former "mom and pop" leadership style to a more mature corporate culture, and your trainings have been of invaluable assistance.

**Central Reservations  
and Sales**  
1225 Graphite Drive  
Corona, CA 92881

The third training event, the middle management sessions you presented in March, was also right on target. I cannot say enough about your demonstrated gift to accurately read the audience and deliver accordingly. Whale done!

I look forward to engaging your services again.

Sincerely,

  
John C. Gray  
President & CEO