

ADTD Group, Inc.

Demming's Hallmark
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Demming's Hallmark II
279 N. Weber Road.
Bolingbrook, IL 60440
(630) 759-1717

March 25, 2004

Naperville Chamber of Commerce
Speaker's Bureau

Re: The Chambers Consulting Group, Ltd.

To whom it may Concern,

As a retail business owner, I truly appreciate the importance exemplary Customer Service initiatives play in my day to day operation. The Demming's Hallmark motto is "***Excellence Everyday***" and we strive to ensure each customer that walks in our door, has an "excellent" shopping experience in our environment.

The Chambers Consulting Group, Ltd. worked with our staff in October of 2003 to share new insights and motivational initiatives we continue to implement today. Ms. Chambers helped us understand how to work better with each other, to ensure success, and how to incorporate new processes to help us be our customer's #1 choice for card and collectible gift choices. Ms. Chambers was punctual, very well prepared and we truly valued her contribution. We look forward to having her join us again in 2004 for a 2nd Customer Service workshop.

If there are any additional questions regarding our experience with the Chambers Consulting Group, please do not hesitate to direct them to my attention.

Yours very truly,

