



May 9, 2006

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Guidance  
Training

Dear Mr. Mike Carlstrom

I am the owner of a thriving dog training/dog day care facility. The future of my ten-year-old business was suddenly and seriously threatened when a fire virtually destroyed our building on July 7, 2005. Due to the nature of the business, it appeared to be impossible that a suitable temporary location could be found. Our livelihood was at stake.

Ralph Oltman was the project manager with your company assigned to the job of gutting and rebuilding the inside of our two-story brick building. Based on a number of experiences with project managers and general contractors, I had uneasy concerns that were sure to take their usual course on a large project such as ours. As the work began with him, our fears changed to pleasant thoughts and expectations right through to the completion ending in January 2006.

It was clear from the beginning that Ralph was unlike any project manager we had experienced. His communication with us was excellent. Through the course of weekly meetings, he took the time and effort to understand the unique criteria of this business. Needs were understood in the beginning through information gathering to efficiently allocate time and funding resources. Materials, equipment and crew efficiently fell into place. For the first time, we found ourselves with peace of mind and completely at ease as Ralph took the lead.

Once final inspections were complete and Ralph had to move on to another assignment, he remained in control by phone – directing, questioning and arranging the little details that made everything “business as usual”. In short, everything Ralph did during that seven month period of time, not only demonstrated his knowledge and expertise, but also talent, leadership, and extraordinary interpersonal skills. Daily, we were aware, in every interaction, of his commitment, compassion and sensitivity to others. Last, but not least, his good humor and friendliness never failed.

Let's Practice K-9 Obedience is now up and running. Business is steadily growing and we expect to be at full capacity very soon. It is once again the

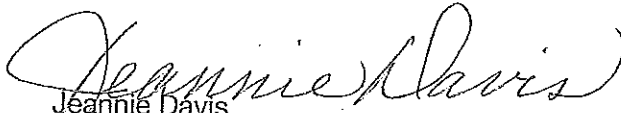
*Let's Practice*  
**K-9 Obedience**

facility that we need in order to do the special kind of work that we do and a facility that our clients have loved for so long.

Ralph's capabilities and talents are far more than that of a project manager. He is one of a kind and I am grateful that he was assigned to our job. We consider him a dear friend.

I would be happy to discuss Ralph's work in more detail. I can be reached at 972.578.9800 or via email at [www.k9@letspractice.com](mailto:www.k9@letspractice.com).

Sincerely,

  
Jeannie Davis  
President

Cc: R Oltman