



Date: March 31, 2011

Dear Tim:

I wanted to send a quick note to you and let you know how much we enjoyed having you as our speaker at the Rocky Mountain Business Travel Association meeting in February. Your wonderful humor and message regarding the travel industry truly made our entire audience laugh and talk about you and your insight for days. I was getting emails from members of our local travel association members for a week regarding how much they enjoyed and appreciated what you had to say. We all deal with travelers and issues with the travel industry daily. To be able to put aside the constant concerns and problems within our industry to laugh about them really was a nice change of pace for all of us.

I would highly recommend you for other chapters of the Global Business Travel Association (formerly NBTA). Your quick wit and honest view of the industry is refreshing and it includes a great message. So much of what happens in this industry is not in our immediate control. Take the time to step back, calm down and find the good in all situations when traveling. Have fun with it instead of getting upset. It's a great message.

Best of luck to you Tim and if I can be of any assistance with GBTA let me know.

Best regards,

Travel and Event Manager