



December 3, 2007

Ms Ellen van den Berg  
Nexus Consulting  
2940 Yulupa Ave.  
Santa Rosa, CA 95405

Dearest Ellen,

I want to convey my gratitude to you for all you have done for me and everyone within my company. I will let the facts speak for themselves.

Facts:

1. In 2 and ½ short years, my profit margin has gained 6 points – from 19 to 25%.
2. We have hit our goal numbers for the last two years of 30% growth.
3. Our employee retention has completely shifted – we now retain employees almost completely. And they even come back.
4. We have a performance review system in place that is meaningful, valued and works.
5. We have an employment manual that spells everything out to ensure there are no unanswered questions.

As you well know, I operate this business entirely differently than I did when I began. Here are the results:

Results:

1. Being mentored by you means I not only think differently but I am different – in how I treat my staff and how I think. e.g. I encourage dialogue (not at all the way I was taught or believed, as you know).
2. I am beginning to trust myself enough to trust others and the decisions they make which means they do their jobs and I do mine.

The truth is that the best decision I made for my business was in hiring you. By being accountable to you for my results, spelling them out, trusting the processes you give me and stepping forward with them have changed dynamically how I operate and how this business is perceived from the inside out.

I would highly recommend that any business owner who really is desirous of changing the way they operate, are perceived by their staff, and the bottom line, retain you to help them meet their goals. Hiring you has worked for me and I know I am a tough customer. Thank you for helping me and being there when I needed both reassurance and confronting. I value you!

Respectfully,

Renee

ms/MRLM