



Dear Rich,

On behalf of the Michigan State Chapter of the National Kitchen and Bath Association we wish to Thank You for the dynamite presentation your organization gave to our 130 members on the night of February 3<sup>rd</sup>, 2004.

The seven station hands-on educational tour was very strong in teaching our people the basics of all the processes of quarrying, manufacturing, and installing marble and granite. The fact that they each received an opportunity to participate hands on in the cutting, polishing, measuring and installation of the product gave them insight they normally never would have been exposed to. This tour also allowed our people to develop an appreciation for what is really involved in doing the work and how the customer sees the finished product. Several of our members commented that from what they learned they now have an understanding that will help them use marble and granite more appropriately and be able to explain to their clients the true history and characteristics of the stones. All of this will ultimately make our members more effective in doing their jobs on a day-to-day basis.

After the hands on tour the social hour, open bar, music, and dinner were very enjoyable and the food was actually delicious. Thank you for not serving chicken. After dinner the video, PowerPoint presentation, and open question and answer forum were all again beneficial to our members to see the entire process in Italy and other foreign countries as well as here in the States. The humor you interjected into the presentation also kept it light and enjoyable and held the attention of the audience. The reference manual you custom tailored and distributed to our members will undoubtedly become a tool they will use for years to come.

Again in conclusion I do not think our organization has ever had such a well prepared and presented 4 hour evening for the benefit of our members. You have raised the bar to which I do not think it will be matched.

Sincerely,

A handwritten signature in black ink that reads 'Randal K. Rice, CKD'. The signature is written in a cursive, flowing style.

Randal K. Rice, CKD  
President  
Michigan State Chapter  
National Kitchen & Bath Association.