



*400 N. Brand Boulevard
Glendale, CA 91203*

Randall Munson
Creatively Speaking
508 Meadow Run Drive
SW Rochester MN 55902

Dear Randall Munson,

On behalf of IBM Global Services, thank you for your fantastic presentation. We were very fortunate to have had you present "The Serious Business of HUMOR!" at our meeting in Orlando.

You brought humor to IBM!

Before you spoke to our group, we had a vague awareness that humor may have some value in business. Now we genuinely understand how powerful humor can be as a tool to achieve serious business objectives. We immediately implemented some of your ideas to integrate humor and laughter into our monthly business call. You are right about bringing humor to the workplace; your ideas improve teamwork, productivity, and customer service.

If anyone has the slightest doubt about the value of Randall Munson's programs, please have them call me.

Sincerely,

A handwritten signature in black ink that reads "Baron Stewart". The signature is fluid and cursive, with a long horizontal line extending to the right.

Baron Stewart
Professional Development Manager
IBM Global Service