



REFRIGERATION SALES CORPORATION BRYANT NORTHERN OHIO

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Store Locations

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Valley View

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August 19, 2005

Laurie Weinberger
Personnel Profiles, Inc.
34910 Forest Lane
Solon, Ohio 44139

Dear Laurie,

We recently completed a comprehensive in-house evaluation of our outside Territory Management sales force utilizing the Personnel Profiles "Sales Achiever" assessment tool as the primary instrument for this process. The "Sales Achiever" has again provided the detailed, accurate and useful skills/abilities information necessary for us to benchmark best practices and to transform data into action plans for performance improvement wherever necessary. The bar has been raised successfully for this group of sales professionals.

RSC has been using the "Sales Achiever" as an integral part of our outside sales candidate evaluation process as well as the "Achiever" and the "Scoreboard" for certain middle management positions since you introduced them to us over four years ago. The ease of using the system, rapid turnaround, user friendly score sheet, detailed interpretation of results and economical pricing are all good reasons to continue with the Personnel Profiles assessment system, however; the most compelling reason validating the system is the measurable improvement in our selection of candidates capable of delivery on our performance expectations.

Thank you for the time and expertise displayed during the on-site training of our executive sales staff prior to the recent sales force evaluation project and for the consistently prompt and insightful services that you have provided throughout.

Sincerely,

Russ Mahoney
Human Resource Director