



**Portland Community College
Small Business Development Center**

April 13, 2006

Mr. Mark Paul
Synergy Group LLC
P. O. Box 91507
Portland, OR 97291-0507

Dear Mark:

On behalf of my Small Business Management students and the Small Business Development Center I want to thank you for teaching "Seven Secrets, How to Attract More Customers" that you presented to my second year students on March 13, 2006.

Since your presentation, I have had counseling appointments with many of the attendees of that class, and each one is busy doing the client account analysis you suggested. All of the feedback I have received on the program has been positive. "Wow", said one student, "this has made me look more carefully at my client base and I will use this information to be more focused with my marketing efforts."

Mark, I particularly like that you discuss the personal changes that a person must make to improve their marketing. I have long been a believer (and integrate into my classes) that we must change our thinking before we can improve our businesses.

Thank you again for your fine presentation and good advice. You have been a good friend to the Small Business Development Center.

Sincerely,

Jacqueline Babicky
Director of Business Education
Small Business Development Center