



Washington State University
Small Business Development Center
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To Whom It May Concern:

Mark Paul, Synergy Consulting Group, was engaged to teach a seminar April 29, 2009 called "How to Attract More Customers - In Good Times and In Bad" by WSU Small Business Development Center, Clark College, Vancouver Business Journal, Columbia River Economic Development Council, and SW Washington Workforce Council.

The seminar was a great success. I was pleased with Mark's delivery and succinct content. More importantly, feedback from small business attendees was unanimous in praising Mark for an effective presentation, delivery of practical skills, and great program organization.

I would not hesitate to ask Mark to teach this or other related topics to business owners who want to improve their businesses.

Sincerely,

Jan Harte

Jan Harte
Certified Business Advisor