

July 14, 2004

Subject: Reference for Trae Gray

To Whom It May Concern:

I am writing this recommendation letter to highlight Trae Gray's skills as a businessperson.

I employed Trae to sell and provide an uncompromising level of customer satisfaction. Trae impressed me the moment I met him. His communication skills, professionalism, and attention to detail gave me the perception that he would provide a high level of satisfaction to our customers. Trae held a management position with Club Corp. I am a Club Corp preferred vendor and current Club Corp member. Consequently, I am cognizant of the service level required of the individuals who enter management within their organization. In my experience, he consistently delivers exemplary service levels to customers and seeks to provide solutions that will improve their businesses.

Trae has a unique set of business-to-business communication skills. He has the ability to articulate a point and gain agreement. He has a methodical understanding of the sales process. He follows the process when communicating with customers, supervisors, and employees. He actively questions, listens to customer needs, and adapts to his environment ensuring customers at all levels within an organization receive what they are asking for. Moreover, he possesses the best-written communication skills I have ever seen.

Trae's personal selling skills are evidenced by his exemplary performance within our organization and his performance at Dell Computer Corporation. He achieved the highest sales honor in our company, Pacemaker. However, it is his excellence as a manager that I believe will prove to be his biggest asset. Consequently we promoted Trae into a Field Sales Manager position.

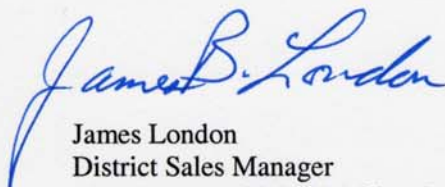
Trae assisted me in many interviews. He has the ability to recognize talent. Additionally, he recognized the necessity for an objective measurement in our interviewing process. He developed a sales simulation that I still use to interview candidates and train employees. This tool has increased our performance and retention rate among our new hires.

Trae has extraordinary leadership skills. He takes pride in his work, ethically thinks through his decisions, and maintains unwavering integrity. He developed systems to train his sales people. He showed empathy, patience, and resilience in his role when necessary. Trae's team members demonstrated excitement in their job. I feel this was due to the environment he created, tools he developed, and support he provided as a manager.

Another reason Trae succeeds is his ability to stay organized. He multi-tasks, maintains a rigorous schedule, and efficiently manages his in-box. During his first year of graduate school he continued to excel as a manager within our organization. Trae is one of those individuals that sets goals, dedicates himself, and achieves them.

Trae Gray was a tremendous asset to our team. He is a resource that I continue to call on. If I can provide any additional information, please feel free to contact me.

Sincerely,



James London
District Sales Manager
Pitney Bowes Global Mailing Systems
Tulsa, OK