

July 27, 1999

Dear Madam or Sir:

It is with great pleasure that I write this letter on behalf of Jeff Conley. I had the opportunity to meet Jeff this past June when he spoke at our annual Human Resources conference. The message that he left with us was one that touched us all. His speaking engagement was truly a highlight of the conference.

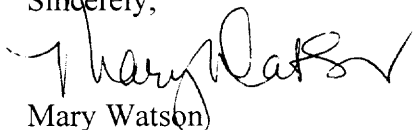
In arranging for a guest speaker to come and talk to this group of Human Resources professionals, I wanted to ensure that this person would send a message that would impact the entire group, and speak on a topic that we all could relate to. When I learned about Jeff's message, the importance of creating a positive work/life balance, I couldn't think of a more appropriate topic.

Jeff was very well received by our group. His dedication to this subject matter, and the passion that he exhibited in communicating the information, truly impacted us all. With all of the demands placed upon today's work force, Jeff's message on the necessity of creating a balance in your work and personal lives was very enlightening. In addition, the style in which he spoke was a perfect mixture of humor coupled with the facts that we all needed to understand in putting our priorities in perspective.

As a result of how well Jeff's message was received, we ended up purchasing for each of the more than 100 conference attendees a copy of his book on this subject entitled, *Habits of the Heart*. This allowed each of us to take his impacting message with us, and work to make this practice part of our daily lives.

I fully expect that Jeff would prove to be a valuable asset to any group with which he is given the opportunity to speak. His passion and knowledge of this important subject matter is impeccable, and a message that can be related by such a wide spectrum of individuals. I am convinced that he will create an impact wherever he goes, and therefore highly recommend to you, Jeff Conley.

Sincerely,



Mary Watson

Vice President of Human Resources  
Wyndham Hotels & Resorts