



November 8, 2013

To Whom It May Concern:

**Re: Mr. Elliot Smith**

The National Initiative for Service Excellence (NISE) Inc. was pleased to have Mr. Elliot Smith partner with us once again during our client's recent employee motivational programme.

Each time a client requests the need to motivate and inspire, we secure the services of Mr. Smith, who demonstrates a high level of professionalism and diplomacy at all times. He promptly assesses his audience and his performances are consistently breath-taking, engaging and create a sense of warmth in any atmosphere. The participants' feedback on all occasions has been extremely positive.

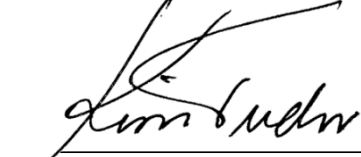
We are indeed satisfied and look forward to a continued rewarding and successful working relationship with Mr. Smith.

NISE is at the forefront of a nationwide effort to help Barbados consistently deliver Service Excellence and be recognised internationally for this feat. Our mission is to promote and facilitate the achievement of sustainable excellence within organisations and to assist individuals in developing excellence as an ethic.

Should you have any queries or require further information, please do not hesitate to contact me.

Yours sincerely

**NATIONAL INITIATIVE FOR SERVICE EXCELLENCE (NISE) INC.**



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Kim H. D. Tudor  
Chief Executive Officer