



December 15, 2000

AGI Consulting letter of Recommendation

To whom it may concern,

I want to take this opportunity to relate my experiences dealing with AGI Consulting of Narragansett Rhode, Island. I have had a relationship with AGI Consulting dating back to the early 1990's, and so feel very comfortable making this recommendation. I am confident that AGI Consulting can have a positive impact on profitability, management accountability, and management effectiveness.

My experience with AGI consulting has focused in three distinct areas:

1. **New hire candidate evaluation:** I have used AGI's profiling and consulting services extensively for selecting new hires for the past five years. Without failure this system of screening candidates has proved accurate and beneficial in selecting successful candidates. Lori Bome's insight and interpretation of the testing results is uncanny. Frankly when I first starting using these services I was very skeptical. Unfortunately for me, decisions I made contrary to her recommendations invariably resulted in the selection of poor candidates, who did not perform as required. The weaknesses she identified during the screening process proved to be part of the person's management style.
2. **Communications and supervisory training:** I have participated in, and used AGI's training programs to bring the whole management's group skills and understanding to new levels. In particular the Communication training is invaluable to any organization. It helps all employees communicate better at work and at home. To reach new levels of performance, the barriers to good communication must first be removed from the organization. This program helps tremendously in this effort. It also teaches the fundamentals of goal setting as the basic tool for improvement. This is invaluable to improve performance and profitability.
3. **Executive coaching:** I participated in one-on-one executive coaching with Lori Bomes over a six month period. This coaching helped me become much more successful at leading, goal setting, and improving the performance of my operations. This coaching allowed me to look at the challenges of managing people in a new light. It resulted in getting good results, with reduced stress and angst on my part. Though the coaching can be painful at times, it is well worth the effort.

In summary I highly recommend the use of AGI Consulting to help bring the level of performance of any organization to new levels. AGI Consulting does not supply wishy-washy, feel good, "tell the client what they want hear" services. It is no non-sense, tangible results consulting.

Sincerely,

A handwritten signature in cursive script that reads "Peter Volante".

Peter Volante
Operations Manager