

Lake Oswego
October 12, 2001

Dear Sir or Madam:

After having worked with Kyle Smith for over two years, the phrase that comes to mind is dependable. This dependability has come across in numerous areas and numerous times during her tenure at Qualis.

I have always been able to depend on Kyle to:

- Take a several-hundred-word, highly technical text document that one of our engineers generates and turn it into a compelling and professional paper or presentation. A paper that often times gets awards.
- Catch the numerous misspellings, grammatical errors and bad punctuation marks that litter my writing. Saving me time and embarrassment.
- Take my rudimentary visual graphics and turn them into something that conveys the essence of what I am trying to say, and into a format the audience understands.
- Make sure the flow of my presentations and thoughts on paper are smooth, consistent and coherent.
- Develop marketing brochures, press releases and web pages that grab our clients' attention and then effectively deliver our message.
- Do those less-than-glamorous tasks (web maintenance, class maintenance, marketing collateral inventory, etc.) that others may conveniently ignore or do poorly.
- Go that extra mile when that document just has to be ready the next day. Even though I did not get it to her until 5pm.
- Do all this and not make me feel like a total imbecile when writing or asking her to do something.

Kyle has been an important contributor during her time with Qualis. She is someone that I would prefer to keep. I am sure that Kyle will go that extra mile for you and become a key contributor to your company's success.

Sincerely,

Bernard DeLay
Product Development Director
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