



Joe Healey Performance, Inc.

Mr. Healey:

I just wanted to take a moment to formally thank you for the outstanding job you did at our Gap District Manager Meeting in August of 2004. You did such a wonderful job of reaching out to the various management levels in our Zone and presenting our opportunities to us in a positive and constructive manner.

Your preparation made a real difference – you really spoke our language and connected with the groups desire to do things better. Your inspirational presentation skills teamed with tangible ‘how-to’s helped to drive results during our critical 3rd and 4th quarters of 2004.

Our comp sales out paced the balance of the Company’s during this period. The quality of your presentation will live with us for a long time to come. I have sung your praises throughout the organization.

The fact that another zone hired you to do a keynote to 450 of their regional, district and store leaders as a result of your contribution to our folks speaks volumes about the value you gave us. I look forward to working with you again in the future. Thanks for doing such a superior job – I really appreciate it.

Steven Krajenka
Gap Midwest Zone VP