



December 20, 2004

David Moff. SPHR  
President & CEO  
The HR Group, Inc.  
445 Dolley Madison Rd, Suite 208  
Greensboro, NC 27410

Dear David,

As 2004 comes to an end, I wanted to take this opportunity to tell you what a pleasure it has been working with you and the affiliates of The HR Group. "People Make the Difference" has been the most successful Business Academy program the Chamber of Commerce has offered this year. It was timely and on target with the needs of our members. It has been an enormous pleasure to work with you and your dedicated partners in developing and refining this program. You have been one of the most focused and hardworking sponsor/volunteers I have ever worked with. I can honestly say that "People really DO make the Difference!"

I heard from so many participants about how beneficial they felt the series was. All the feedback has been positive. From a staff person's perspective who has many balls in the air, I want you to know what a difference it makes for me. We look forward to your participation in 2005 and know that the series will be just as successful.

Thanks again for your strong support and best wishes for a great and profitable 2005.

Sincerely,

A handwritten signature in black ink that reads 'Kathy Elliott'. The signature is written in a cursive style with a large, prominent 'K'.

Kathy Elliott  
Vice President, Small Business  
Greensboro Chamber of Commerce