



*Architectural, G.F.R.C., Natural Stone  
and Structural Precast Products*

September 06, 2005

American Business Concepts  
Redlands, Ca 92373

Attention: Ray Anderson

Dear Ray:

After reviewing our training over the last few years, I want to take the time and thank you for the training you conducted for our organization.

I found your staff and you in particular, very willing to work with in the confines of our production system. Your willingness to come very early and help train the employees before rather than after or during their scheduled work day was very helpful. The hands-on type training you provided plus the direction you gave to our in house trainers was invaluable as it was the key to improving the attitude and direction of our work teams.

You were the key to getting our work teams going. It was great to see the work teams take on important and difficult problems and in which they offered meaningful and skillful solutions. The teams took great pride in presenting those solutions and that in and of itself was very rewarding for me.

I also appreciated your coordination and direction in helping us get state reimbursement for much of the training. This reimbursement limited our out of pocket costs for training and thus allowed us to stay competitive.

Thank you again for your efforts.

Very truly yours,

Bradley G. Williams

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**Contractor's State License No. 690453**

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