

9 Wednesday, 1998

*Coca-Cola South Pacific*

Melissa Bruce  
Performance Consultant  
199 Bronte Road  
WAVERLEY NSW 2024

Dear Melissa,

Thank you for your letter, it is amazing how quickly the past year has flown by since we first discussed how you could work with me and my team.

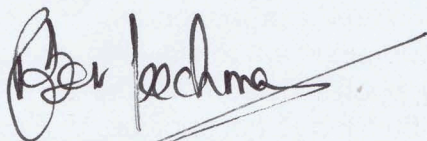
Firstly, I would like to thank you and congratulate you on what I perceive as the success of both key projects you worked on. For one, you helped me settle into a new role, a new business and a competitive environment with relative ease. Your style lends itself to absolute faith in confidentiality and honest, but constructive feedback. You have the ability to drill down to the core issues and reflect them back to the individual without it being a painful process, but certainly a learning one.

The feedback I can give you from the individuals you have worked with, is that you did a marvellous job of building or re-building self-confidence and self-belief. I put this down to you being a good listener, a fresh mind (non-corporate) and perceptive in your analysis of the situation the individual 'perceives' himself to be in and the various unique methods you suggest for him to cope with them. That sounds somewhat obtuse, but I am generalising rather than addressing the individual's comments.

You also worked with us on our presentation skills and format, an area that is crucial in our business. Again, we benefited from your fresh approach and your focus on the message and its delivery rather than the detail of the content. You seem equally comfortable in either the team or individual environment when discussing the style of presentation.

I look forward to working with you in 1999, and my thanks once again for your help in the past year, I really value it.

Yours sincerely,



ROBERT P. LEECHMAN  
General Manager  
Sydney 2000 Olympic Group

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