



October 19, 2006

To whom it may concern,

Last February 2006 John Bourdage from Bourdage Consulting was retained by Delaware North Companies/Well Bread Restaurant Services Group at the HSBC Arena to train our service staff in social skills, etiquette and manners.

Mr. Bourdage was clearly a professional and highly qualified trainer. Our staff was intrigued and enjoyed the training immensely. I highly recommend Mr. Bourdage for any fine dining establishment.

Susan L. Walsh
Suite Catering Manager
Well Bread-HSBC Arena