



RE: Mike Hourigan Professional Speaker

To Whom It May Concern:

It is with great pleasure that I am recommending Mike Hourigan and his teamwork session to you.

Mr. Hourigan provided a key note speech / teamwork session for approximately twenty-five (25) of Continental's senior leadership team. The goal of the weekend was to bring these leaders together to build camaraderie and a common Continental vision as the company is undergoing growth and change. Mr. Hourigan's session was definitely the highlight of the weekend. He was very engaging, personable, and provided an interactive session that allowed us to leave the weekend and take back real-life concepts for implementation in our respective departments. Moreover, he was able to relate his session specifically to our company and the challenges we face in our industry every day. He clearly researched Continental Express and the transportation industry prior to joining us, and lead the session armed with practical knowledge and a good sense of humor.

Not only did Mr. Hourigan provide a valuable teamwork session, but he attended a dinner the night before the forum and interacted with Continental's leadership team. I think by attending the dinner the evening before the session, Mr. Hourigan was able to gain an even better feel for the Continental Express environment, which made his presentation even more ideal the following day.

It is without hesitation that I recommend Mike Hourigan and his teamwork session to your organization.

Very Truly Yours,
Continental Express, Inc.

Kiera M. Sullivan
In-House Corporate Counsel

COMMITTED TO CUSTOMER SERVICE

CORPORATE OFFICE: 10450 STATE RT. 47 / SYDNEY / OH 45365 / USA /TF/ 800.497.2100 /PH/ 937.497.2100 /FX/ 937.498.2155
/EMAIL/ russ@ceioh.com /WEB/ www.continentalexpressinc.com
TERMINALS LOCATED IN: LOUISVILLE, KY / GAFFNEY, SC / DANVILLE, VA