

Flight Specials CC  
P.O Box 8610  
Bloemfontein  
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23 May 2009

TO WHOM IT MAY CONCERN

Flight Specials engaged the services of Louis Gerke from The Ripple Effect to design and facilitate our inaugural conference in November 2008 and thereafter a one-day training session in Business Planning.

The feedback received from all of our Franchisees was extremely positive and a number of smaller details attributed to the value we derived from these interventions.

The Ripple Effect allocated significant time to planning meetings which helped to clarify objectives, formulate a unified strategy and ensured a smooth agenda flow. They also got involved with all of the Presenters to assist in right content and delivery.

Louis gets everyone involved and makes learning fun.

I can confidently recommend him and will most certainly make use of Ripple's services again.

Should you require any additional information, please do not hesitate to contact me.

Regards

Franz von Wielligh

**General Manager**  
Flight Specials cc

