



15 February 2005

To Whom It May Concern:

The Negotiation Experts conducted a one day sales negotiation workshop as part of our annual Sales Kick Off for the German and Swiss sales teams. A key requirement for the day was an understanding of Hilton International's trading environment and the key objectives for the coming year.

The training engagement was focused on ensuring that the Hilton sales team members close sales agreements at a profitable rate. The audience was comprised of 70 sales professionals ranging from beginner to very experienced skill levels.

TNE preparation for the engagement was thorough and ensured that their instructors had a detailed understanding of our business environment and desired key outcomes. As part of their preparations, TNE developed a case study based on Hilton's day to day business realities. TNE proven approach and experience enabled them to deliver a training intervention that was extremely relevant, much enjoyed and highly rated by all delegates.

I have no hesitation in recommending the services of The Negotiation Experts and I will continue to use their services as required.

HILTON INTERNATIONAL

A handwritten signature in black ink, appearing to read 'DF', written over a light blue horizontal line.

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