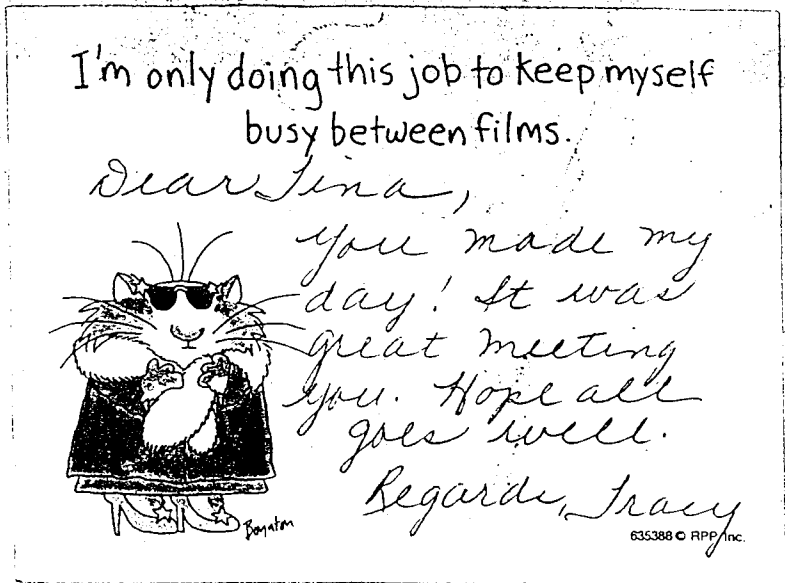


Ms. Tracy Kessler Fazzi  
110 Dartford Road  
Rochester, NY 14618



June 26, 1991

Linda Tenyneck, Account Executive  
Orlane  
555 Madison Avenue  
New York City, NY 10022

Dear Ms. Tenyneck:

On a trip to Manhattan this past weekend, I had the pleasure of meeting your employee Tina Novellino. I have been using Orlane products for the past two years and usually purchase them, either in person or by phone, from Bloomingdale's.

On Saturday I stopped by the Orlane counter and was greeted by Ms. Novellino who immediately made me feel welcome. She exuded warmth and enthusiasm and expertly applied a beautiful complimentary make-up. Her knowledgeability about your products was impressive but even more compelling was the caring attitude she exhibited. I was encouraged to try some new Orlane products in a sensitive manner without the "hard sell" that can be so irritating.

I wanted you to know what a valuable employee you have in Ms. Novellino. I hope that she will be available to assist me when I call or visit Bloomingdale's to order more of your products. I hope you will have the opportunity to show her this letter. She is truly an asset to your team and it was a delight to meet her.

Sincerely,

Tracy Kessler Fazzi

cc: Joyce Coletti (sp?)