

Dear Lisa,
Sorry this took longer to get written than I anticipated but, I hope it will be useful. I trust all is well with you! See you in a couple of months.
Donna

24 January, 1989

Ms. Mary Liebek
Lord and Taylor
424 5th Avenue
New York, NY 10018

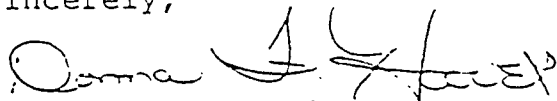
Dear Ms. Liebek:

I am writing to bring to your attention an exceptional representative of the Germaine Monteil cosmetic line, as well as an outstanding employee of Lord and Taylor's, Tina Novellino.

I myself am a marketing manager with a territory of 15 northeastern and midwestern states. As a result, I have the opportunity of shopping in many of the finest stores in the U.S. Without reservation, I can tell you that Tina is by far the most product knowledgeable and has the most background knowlegde of any sales person I have encountered in the Monteil line. Her commitment to service and to genuinely helping the customer find the product that best meets their need is very impressive. Needless to say, when I am in New York, I always make it a point to stop by Lord and Taylor to "catch up" with Tina on new products and developments in the Monteil line.

Tina is a valuable asset to both Germaine Monteil and Lord and Taylor. She is a model for all Monteil representatives and could truly be used as an example to train others by. I hope that you will find ways to both compensate and utilize her abilities to their fullest extent possible.

Sincerely,



Donna F. Hoover
1257 Carriage Park Drive
Franklin, TN 37064

cc: Sheryl Patafio, Floor Manager