



July 13, 2004

Wendy Weiss
Weiss Communications
412 West 25th Street, Suite 1F
New York, NY 10001

Dear Wendy:

It has now been three weeks since you finished the sales training with my team and I can tell you that it is already paying dividends. We have three excellent prospects and many other very good ones as a result of your training sessions. Our sales team now has a lot more personal confidence when cold-calling and a better understanding of how to get to the key decision makers. And, when they get to the key senior executive, they know what to say. This is a direct result of your very effective training.

As we discussed, I plan to bring you back in six months to further develop the important skills you've taught the team and to work one-on-one with individual sales people.

Thank you for the fine work and I look forward to working with you again.

Sincerely,

A handwritten signature in blue ink that reads "Brian Buckley". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Brian Buckley
Vice President Professional Sales
Barnes & Noble.com