



To Whom It May Concern,

I had the distinct pleasure of cultivating a professional working relationship with Art Foster for the past 36 months, while our organizations partnered on a \$350,000 inventory system realization project. Interestingly, this relationship did not begin on positive terms, as individuals outside of Art's leadership responsibility had failed to complete a previous project successfully for my company, and Art was called in to revitalize the collaboration and in essence save the entire account.

When Art was first introduced to our leadership team, we instantly felt comfortable and respected. He read the situation exactly as a business executive should, especially in such a volatile situation. Art proceeded to ***listen to*** our frustrations and ***listen to*** our plans and ***listen to*** our expectations. I emphasize the word ***listen*** because that is a quality Art possesses and exercises in every interaction. Because of his disciplined listening skills, Art is successful in identifying customer needs accurately and delivering the exact solutions they desire. At the end of the day, he understands the customer is always right, even when they are not. It is only then that the real service begins.

You will not be disappointed with Art Foster on your team. His actions always speak louder than his words, *(because he is always listening.)*

Respectfully,

Robin Kennedy

Director of Agency Relations

Opportunities, Inc.