



November 29, 2007

To Whom It May Concern:

In reference to Ms. Bearden's qualifications I must say that she did a very impressive job putting together a "How-To" Procedures manual for our Atlanta Office.

The "How-To" Procedures were precisely written in easy to follow, step-by-step instructions. Betsy outlined each function so precisely that virtually anyone could open the "How-To" Procedures manual, and step into the role of running the front office.

It was all-inclusive from answering phones, scheduling service technicians through MS Outlook, replenishing the postage meter, opening and distributing mail--to turning on the computer, entering data, trouble shooting any computer problems or errors, saving data on flash/travel drive or back-up disc, and turning the computer off at night. The Procedures Manual also included several of the various forms our company uses on a daily basis and how to properly fill them out.

I would recommend her to anyone in need of this valuable service. It comes in handy if someone goes on vacation, or if you need interim help while you are trying to grow your company.

Sincerely,

A handwritten signature in black ink, appearing to read 'Arlene Grooms', written in a cursive style.

Arlene Grooms
Computed Radiography Specialist
NDE Technician
NDE Office Supervisor