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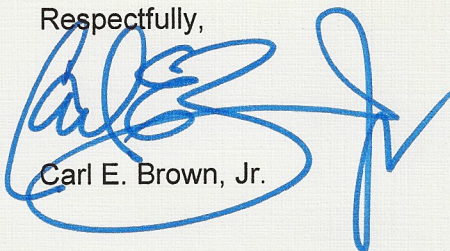
To whom it may concern,

Mr. Jim Golden of Golden Opportunity, Inc. facilitated a high-energy and informative "Improving Customer Service and Relations" workshop for the Center for Minority Business Development at Prince George's Community College (PGCC). The majority of participants were fellow entrepreneurs, PGCC students, employees, and business leaders.

Mr. Golden's facilitation method included a combination of interactive techniques. He encouraged participants to discuss the information, he played video examples, and selected participants to role-play to enhance the overall learning experience. The workshop was full of energy, and was very well received and the feedback was quite positive.

Mr. Golden brought a high-level of motivation, energy, and conviction to the workshop. He was very engaging and informative. We are looking forward to working with his company again. I would strongly recommend his workshops/seminars to other organizations.

Respectfully,



Carl E. Brown, Jr.

INNOVATIVE BUSINESS EXCELLENCE