

----- Original Message -----

From: "Gary Wheeler" <GWHEELER@internextgroup.org>

To: <dha@san.rr.com>

Cc: "Joan Woodworth" <JWOODWORTH@internextgroup.org>

Sent: Wednesday, November 28, 2001 8:19 AM

Subject: Thanks!

> Barbara,

> I asked Joan Woodworth for your e-mail address simply to personally express my gratitude for the very thorough work you did in mystery shopping Fredericka Manor, Casa De Manana and Walnut Manor. Over the years I have observed several approaches to mystery shopping; none as thorough, objective and helpful as yours. It was impressive work and helpful to our efforts. Just wanted you to hear it directly from me. Hope to meet you personally at some point.

> Gary Wheeler

> Co-President/CEO