

MORTON THIOKOL, INC.



24 January 1989

RE: Dennis Parker

To Whom It May Concern:

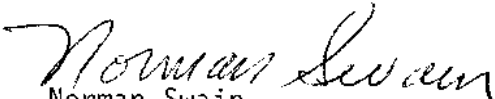
Mr. Parker was first introduced to me as a salesman for custodial products approximately two years ago. At that time he offered to do training for my custodial staff. This is an offer I receive from almost all sales personnel as a method of demonstrating their products.

Subsequently, myself and management decided to formulate a formal custodial training program as a means of upgrading the work at our facility. After extensive investigation, the System One from Pocatello Idaho was selected to do our in house training.

Mr. Parker was the major trainer, conducting 12 out of the 26 classes given. The other classes were given by three other individuals.

He did an effective job, he seemed able to develop quickly a good rapport with all of the 55 custodians in the classes. He had a good knowledge of the products and methods and presented them in such a manner that it was interesting and productive. He was able to relate to these people because he has had hands on experience and quickly became one of them. His method of presentation was not beyond their comprehension and yet he did not talk down or was demeaning to anyone.

The classes were so successful that another series for new employees and a refresher for leadmen has been contracted for this coming year.


Norman Swain
Supervisor, Office Services