



March 26, 2008

Thank you Gail!

Knockout Pest Control, Inc has been in business since 1975. We have grown from a small company where my typical day consisted of servicing my clients in the morning, prospecting for clients in the afternoon and returning to the office in the evening to do my billing and bookkeeping to the leading regional pest management company.

During the following years my company grew, adding employees, both in the field and the office. Policies and procedures evolved out of necessity.

Over ten years ago, I joined Vistage. My tenure in Vistage helped my company grow even faster. I needed to work on my business instead of in my business. I met many business consultants and advisors at my monthly meetings. It is at one of these meetings that we met. I am glad we did.

Our growth necessitated the hiring of more customer service staff. The time and resources to train these employees was expensive and time consuming.

Since you and the staff of Unique Business Solutions help us create our new training "Bible", our integration and training of new staff was cut to a fraction. Our other staff members spent less time training and more time helping our clients. Our new staff now has a greater sense of self confidence in learning their new duties and becoming contributors to our success much faster.

Thank you for your help.

Cordially,
Knockout Pest Control, Inc

Arthur M. Katz