

January 18, 2005

Re: Concierge Colorado

To Whom It May Concern:

In 2004, Presbyterian/St. Luke's Medical Center in Denver, Colorado searched out new and innovative ways to improve employee retention and recruitment in our hospital setting. We needed an idea that would differentiate us from all the other healthcare providers in our area -- something so unique that it would both delight our employees and encourage them to share it with their colleagues. The idea we decided on was a concierge program. The first Company that we hired did not meet our requirements and after four months we found ourselves looking for another provider; one with a higher standard and a true desire to work with us to make the program a raging success. That individual was and continues to be Todd Wheeler and his company Concierge Colorado.

Todd presented himself and his company to us in May 2004. We were so impressed with his professionalism, determination to succeed and willingness to work with the hospital as a partner; we enlisted his services the very next month. This was Concierge Colorado's first experience working with a hospital -- a complex setting with a large (1600+) employee base -- but we knew he could make it work. We are now 8 months into our relationship and it has been nothing short of amazing. With more than 300 employees already enrolled, more than 2,000 requests completed and a utilization rate of 60% among the nursing staff, we are very happy with the results. In an effort to maximize usage and fulfill our future requests, Todd and his team continually strive to enhance and improve the program by offering new services based on our employees changing needs.

It is a pleasure to recommend Todd and Concierge Colorado to any organization looking to offer a unique and value adding benefit to their employees. Because the healthcare market, in particular, is so competitive in vying for talented and experienced staff, we find that this program benefits us now and have confidence in its ongoing value.

Please do not hesitate to call if I can provide any further information or if you would like to visit the concierge office at Presbyterian/St. Luke's Medical Center.

Sincerely,



Steve Le Moine
Director of Community Development/Outreach
Presbyterian/St. Luke's Medical Center
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