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May 5, 1997

To Whom It May Concern:

I am writing to recommend William Sample for a senior service management position. His employment with EIL Instruments ceased as a result of the sale of EIL's Sales & Service Division to a competitor.

Bill joined EIL in January 1989 as a repair and calibration technician in EIL's Charlotte facility shortly after leaving the US Navy. After learning EIL's operations Bill was promoted to Service Manager in late 1989, a position he held until the sale. During Bill's tenure in Charlotte the service branch grew from one of EIL's smallest to its largest. Bill also pioneered "permanent onsite" service contracts which became a model used by all EIL facilities. In the early 1990's Charlotte was one of only four facilities chosen as a site for a regional physical/dimensional laboratory.

During his time with EIL Bill reported to either a Regional Manager or Vice President of Service but I was intimately aware of his activities. He was a hard driving, sales oriented manager who was very creative in finding ways to satisfy his customers and meet his billing targets. He developed a number of excellent junior managers, many of whom were transferred to other EIL operations. Bill was also one of EIL's most computer literate service managers and developed many systems which became standard operating procedures. This expertise led to Bill's inclusion on a national team charged with developing specifications for an entirely new service system.

I can without reserve highly recommend Bill for a senior service management responsibility. He was a great asset to EIL and I am sure that he will be an excellent addition to his new company as well. Please do not hesitate to contact me if you would like to discuss Bill's qualifications further.

Very truly yours,

EIL INSTRUMENTS, INC.

A handwritten signature in blue ink, appearing to read "Samuel T. Woodside", is written over the typed name.

Samuel T. Woodside  
President