



**Coated Board Division**

950 E. Paces Ferry Road  
Suite 2075  
Atlanta, Georgia 30326  
404-262-7770

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To Whom It May Concern:

I have been working with Pam Baker of Total Business Concepts since early 1989. She has produced four videos for our Division during the past two years. Two of the videos focused on the \$5.6 million Mahrt mill expansion and the other two are Mahrt mill tour videos. All four are quite an accomplishment. It takes people years to understand the technicalities of papermaking. Pam wrote, edited and produced for us in very quick turnaround a technical mill tour video for industry use and then developed a more simplified version for employees and the general public. Both videos have been around the world several times.

The simplified mill tour video has been duplicated 100 times in two months. Our largest customer is using it as a training video and has been very pleased that we can provide them with this communications tool. The video is also used during our new hire orientation, Paperboard<sup>®</sup> Knowledge seminars, tradeshow and in place of actual mill tours. We also have sales offices in London, Vienna, Hong Kong and Tokyo and, yes, it has been converted several times to be compatible with their systems.

I must commend Pam not only for her editorial and creative talents but for her stamina to make a video in our mill conditions (100° weather and millions upon millions of stairs to climb).

Total Business Concepts has never delivered a final product short of our satisfaction. They have been very quick and eager to make any changes to meet our expectations.

I highly recommend Pam and Total Business Concepts for your communication needs. While very professional, Pam has also been a pleasure to work with and I look forward to working with her in the future.

Sincerely,

Kim M. Giles  
Communications Manager

KMG:sd