

## MEMORANDIUM

TO: Whom It May Concern

FROM: Fred Ledbetter  
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CC:

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SUBJECT: Recommendation

This is a letter of recommendation for Step Consulting and particularly for Dr. Eugene Emalianov and Svetlana Povarnitsyna.

I have used Step Consulting for team building sessions twice, once while with Moscow Cellular Communications and once again with GTS Cellular. At Moscow Cellular, Step Consulting identified divisiveness within the Customer Service Group and made recommendations for a more effective team structure. At GTS Cellular they analyzed the organization from both a top management effectiveness point of view and also from an employee body effectiveness point of view. A follow on general team building session was conducted in which all employees participated.

Step Consulting uses a classical approach to team building. They are experienced and professional in the application of each step along the way. They have always spent sufficient time and energy understanding the objectives of the team building before designing the program for the activities. I have been satisfied with the results each time.

I highly recommend Step Consulting and Mr. Emalianov and Mrs. Povarnitsyna for organizational effectiveness evaluation and program development and implementation to reach a better state.

I will be happy to give this recommendation in person.