

November 10, 2003

Murray Middlemost
Phoenix Fitness
1015 Golf Links Drive,
Ancaster, Ontario

Dear Murray:

I just wanted to let you know of my satisfaction level of your facility. As you are aware, I have been a member of the Centre for about 21/2 years and I always find the staff friendly and professional and the facilities to be top notch.

I have been training with Chris Roberts for about a year now and I am extremely pleased with his knowledge and professionalism. Chris has helped me strengthen my legs and I have noticed more jump in my skating in playing old tymer's hockey. Chris has also worked with my therapist in strengthening and conditioning my shoulder problem to a point where it has far greater flexibility and far less pain than before.

I had purchased the nutritional plan, which I think is a wonderful eating lifestyle change. Since purchasing the plan and working with Chris, I have reduced my abdominal size by four belt loops. I'm not sure what that translates into pounds but I feel it is considerable.

Your center and people are a wise investment for my lifestyle and I appreciate what the membership has accomplished for me.

Keep up the good work.

Yours truly,

Bob Beckerson