



MANITOBA LOTTERIES CORPORATION

CRYSTAL CASINO

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Steve Forte
Sal Piacente
International Gaming Specialists
315 Francisco Street
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Dear Steve/Sal,

I just wanted to write and say thank-you for the game protection seminar held here at the Crystal Casino.

I can not say enough about Sal. He was just so accommodating, always ensuring that we were happy with the product. The staff truly enjoyed his lectures and could not get enough. Even on the scheduled breaks, they were up there probing for more. He really had them eating out of his hands.

Sal's presentation skills were top-notch. And he was so polite. Are you sure he is from New York?

The follow up was also very impressive. I had only mentioned a few things that I was interested in and within days, there they were, in the mail. Great stuff.

Once again thank-you so much for the lectures. We will definitely consider International Gaming Specialists for our next game protection seminar.

Barry Denesiuk, General Manager
Crystal Casino