



PGA National Resort & Spa

PGA CHAMPIONSHIPS

1982-1992
PGA Seniors' Championship
1980-1987, 1989, 1990-1992
PGA Jr. Championship
1987
PGA Championship
1980-1982, 1984
PGA Club Professional
Championship
1983
Ryder Cup
1982
Grand Slam of Golf
1991
World Big Tour Match

TENNIS CHAMPIONSHIPS

WITA TOURNAMENTS

1986
Pringle's Light Classic
1985
Ford Challenge Cup
1984
Virginia Slims of Florida
1983
Murjani Cup
1982
Citizen's Cup

CROQUET CHAMPIONSHIPS

1987-1991
USCA National Club Team
Open Championship
1987-1991
USCA Florida State
Championship
1990
USCA National
International Rules
Championship
1988-1989, 1991
President's Matches
1989, 1991
Solomon Trophy
1988, 1990
US/International
Challenge Cup
1988-1989
USCA National Singles &
Doubles Championships

November 2, 1992

Mr. Pat Conway
Pat Conway & Associates Inc.
205 Worth Avenue
Palm Beach, FL 33480

Mr. States R. Hines
Vision 360, Inc.
4000 N. Ocean Drive, Suite 302
Singer Island, FL 33404

Dear Pat and States:

I want to take this opportunity to thank the two of you very much for one of the most powerful opportunities for change through your Executive Insight Program I have experienced in my professional career. Your efforts are a testimonial that you can in fact teach an old dog a fabulous new trick.

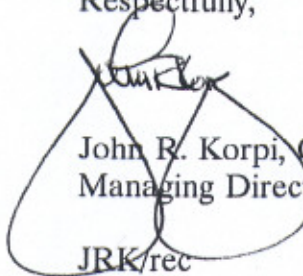
As a result of your Executive Insight, our Directors Committee Program and, more importantly, your ongoing intervention through the process, has solved several serious issues. The alternative to this program was my custom of taking the team away for a day or two and brainstorming goals and objectives for the following year. What always happens, however, is the boss ends up driving his goals to the rest of the team. The Executive Insight Program allowed the independent weighting of issues that confront all management teams. As a result of the process, we have:

1. For the first time in two and one-half years, we have no late performance reviews.
2. We have developed a Culture Statement that expresses our management philosophy.
3. We have formalized our Directors Committee Meetings where progress is made on a weekly basis, and a mechanism to resolve problems is in place.

Messrs. Pat Conway and States Hines
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Perhaps, most importantly, I have learned the lesson that I can use subcommittees within the Directors Committee to take on special issues and to present to the entire team proposed solutions. We develop work task cards every week, and the process of solving problems is now in place. The two of you are to be congratulated on your presentation and your ongoing involvement. I am absolutely confident that any management organization would greatly benefit from the Executive Insight Program.

Respectfully,



John R. Korpi, CHA
Managing Director
JRK/rec