

Nichols, Thomas A

From: Morgan, Lafmin C
Sent: Monday, July 24, 2000 6:26 AM
To: Nichols, Thomas A
Subject: RE: WSR
Tom,

It was my pleasure. I always learn a lot about how we can do more to support our team in the field. My thanks to you and Gary for the invitation and for putting on an excellent WSR program.

-----Original Message-----

From: Nichols, Thomas A
Sent: Saturday, July 15, 2000 7:26 PM
To: Morgan, Lafmin C
Subject: FW: WSR
Importance: High

Lafmin, FYI. Thanks for attending the Hudziak program and spending quality time with some of our heavy hitters. This is a powerful statement to customers when the director of the brand visits them in their geographic area. Thanks for the continued support. Regards, Tom

Tom Nichols
TAN19232@glaxowellcome.com

-----Original Message-----

From: Nichols, Thomas A
Sent: Friday, July 14, 2000 8:29 AM
To: St Louis, Julia H
Cc: Nichols, Thomas A; Mastrianni, Serene (US Sales)
Subject: WSR
Importance: High

Julia

For your review, please respond.

First of all, congrats on the numbers!!!!!!Fantastic job and the POA is working. The greatness of this product (and diversity) is starting to be recognized and only going to get better.

2nd.: Thanks for the 5 additional Pride programs. Re\$ a\$\$ured, you and your team will get a \$ignificant ROI. (do I hear 10, ha-ha).

3rd.: I have communicated via octel to the management team regarding Dr. Gadde. I rec'd quick response last night from Serene Mastrianni that she has him booked for several events in August and was wondering what to do. I do not know the specifics surrounding this individual however I shared your comments and to what level of the company he has created attention and involvement. Therefore, I have asked her to call you live-line asap because you are the one who should direct her on this issue. The last thing any of us want to do is to have an "uncontrolled loose canon" representing GWI that damages WSR sales and customer relationships / credibility.

4th.: I would like to ask for your help in providing "goodies" that you have available to be given away by Ventiv at a RAB meeting. As an FYI we are building a great program with Jim Hudziak and Elizabeth Goodale. I'm sure you'll agree this is going to be informative and entertaining. If you have tote bags, WSR sunglasses, fancy pens etc that would be provided upon registration, this would be helpful. (you know, that brand recognition thing at arms length, ie via Ventiv). Please let me know so we can make the appropriate arrangements regarding mailing and receiving at the hotel.

Again, thanks for everything. It is a pleasure working with you and your team. I believe I will be seeing Lafmin tonight at the Hudziak / Boston Aquarium / Tall Ships program. Regards,
Tom

Tom Nichols
TAN19232@glaxowellcome.com