



October 15, 2009

To whom it may concern,

John Verbestel has delivered training classes for SAP America for the past several years. He is currently capable of teaching over 40 different classes in various areas including NetWeaver Administration, Portals, PI, Java, and several "overview" courses. The list of classes is attached and their descriptions can be found on our SAP Education Website:

<http://www.sap.com/usa/services/education/index.epx>.

As supported by the attached course evaluation list, John delivers a high quality class and has been open and enthusiastic about learning new areas and classes. He has averaged 6.4 for his instructor quality measurement (TRA) and on a scale of 1 to 7, places him among our higher achievers. As our need for external instructors had diminished in 2009, John had very few opportunities to teach.

With his consistent high quality scores and his depth of knowledge (# of courses that he is able to deliver), John provides a solid background that would be an asset for any company.

Regards,

A handwritten signature in cursive script that reads 'Frank J Weiss'.

Frank J Weiss

Education Business Mgr - NetWeaver - HCM

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Quality Scores for John:

Location	Course	Trainer	ATT	Exa	%	AVG	DCR	ICS	TRA	SYS	FAC
US SAP EXT TR	BIT600 32 07/12/07	VERBESTEL	8	7	88	5.9	5.8	5.6	6.4	6.1	5.7
US SAP EXT TR	BIT660 62 12/03/08	VERBESTEL	18	10	56	6.0	6.1	6.0	6.7	5.0	6.4
US SAP EXT TR	NET200 62 03/31/08	VERBESTEL	10	6	60	5.9	5.8	5.8	6.1	6.1	5.5
US SAP EXT TR	NET310 63 09/29/08	VERBESTEL	20	18	90	5.9	5.6	5.8	6.5	5.8	5.8
US SAP EXT TR	NET311 62 10/02/08	VERBESTEL	20	18	90	5.7	5.2	5.4	6.5	5.9	5.9
US KDC SFR	ADM940 63 12/17/07	VERBESTEL	12	9	75	5.9	5.9	5.8	6.4	5.4	6.3
US KDC SFR	BIT610 62 03/19/08	VERBESTEL	9	9	100	6.0	5.6	5.6	6.7	6.0	5.7
US KDC SFR	BIT660 62 05/08/07	VERBESTEL	10	9	90	6.1	6.1	5.9	6.5	6.4	5.0
US KDC SFR	TADM70 53 07/22/09	VERBESTEL	12	12	100	5.7	5.5	5.1	6.1	6.4	6.5
** *****	28	9	119	98	82	5.9	5.7	5.6	6.4	5.9	5.9

John is capable of teaching the following classes:

- ADM940 BC416 BIT400 E2E200
- ADM950 BC417 BIT600 E2E300
- BC400 BC420 BIT601 JA100
- BC401 BC425 BIT603 JA300
- BC402 BC427 BIT610 JA340
- BC407 BC430 BIT660 NET200
- BC410 BC460 BIT670 NET310
- BC412 BC470 CA210 NET311
- BC414 BC490 DBITWF SAPTEC
- BC415 BIT300 E2E100 SMI410
- TADM70