



6/28/16

Karl,

I wanted to thank you for your gracious participation in our education conference last week. For what you brought to the table it seems almost trite to just say thank you, so I thought I would try and reflect a little more on the contribution that you gave to our week - from the keynote speech Wednesday morning, to your participation in the autograph signing that evening, the attendees and the staff couldn't have been happier. But at a much deeper level we fielded so many positive comments about the words you outlined from courage to try new things, to change all the angles with just one step in the right direction, and to the power of honesty and self forgiveness. But that part almost pales in how you inspired people not from the words, but from your actions and your approachability at the conference.

Your character, your willingness to imbed into the conference, to work with our theme and our education portion, and to provide time for people to connect with you on a personal level, is what people commented about. They felt your positive presence not just listened to your words. You invoked a true human response for us to achieve success and failure along a path for a greater purpose, and that resonated with people's desire not only at the conference, but for action at home in their relationships, their jobs, and their greater endeavors.

I can't thank you enough for working with me, and for inspiring us as a team to move forward with a little lighter step and better understanding of higher purpose. My true hope is that I have the opportunity to work with you again in the future.

Thanks, Roger

Roger Serrette

Continuous Feed Inkjet Global Product Marketing Manager

Ricoh USA, Inc.

Phone: 720-663-3274

Cell: 303-881-0007

roger.serrette@ricoh-usa.com

