



AMERICAN NATIONAL BANK OF AURORA

April 7, 1986

M. Peter Henthorn
President
Profit Motivators
40 Linden
Boulder, Colorado 80302

Dear Peter:

Just in case you missed reading the Aurora (all the news that fits to print) Sentinel last week, here is a copy of your release. You must have found the correct formula since it's the most complete and correct of any coverage we have received.

Thanks for taking care of this for us.

Sincerely yours,

Richard M. Hall, Jr.
President

RMH:aw

enclosure

American National Bank begins efficiency effort

The American National Bank of Aurora is engaged in a program to upgrade personnel efficiency, earnings and customer services. In working toward this goal, the bank has hired the professional bank consulting firm of Profit Motivators International (PMI) to review the entire bank operating procedures.

PMI consultants have assisted in isolating problem areas and instituting new ideas and techniques in bank operations. By im-

plementing management training and work management, bank personnel have greatly increased their efficiency and are better able to serve their customers at a reduced cost to the bank. Service to bank patrons has been improved by more efficient staffing assignments in relation to workloads and customer traffic patterns.