



ARCHITECTURE, INC.

March 12, 1999

Mr. Joseph D. Salama  
President  
S-Works Construction Corporation  
6460-H General Green Way  
Alexandria, Virginia 22312

Re: SITEL Corporation

Dear Joe:

I just wanted to take a minute to let you know what a pleasure it was to work with you on the SITEL Corporation regional headquarters project. Your management skills proved to be strong when put to the test with the change in ownership and associated project revisions that occurred during the construction process. Your "can do" attitude and your ability to maintain the construction completion date was greatly appreciated by all parties involved.

In addition, I wanted to thank you for the special care you took to accomplish the unique architectural details associated with this project. Architecture, Inc. is quite proud of this project and we look forward to your involvement in many future projects.

Sincerely,

Christopher J. Comeau, AIA  
Principal