

2/17/04

Dear Bob:

*I know this letter is long overdue, but my tardiness in no way diminishes the appreciation my wife and I have for the outstanding job you did refinishing the floors throughout our house. You were equally professional, in installing new flooring in our home office.*

*It seems that all of our family and friends wanted to visit us this past year, and therefore, since we last met with you, we have had many people examine every inch of our new home. Without exception, all have raved about the work you accomplished. This includes my two brothers-in-law, who are both in the building trades. As you can well imagine, we heard some real horror stories about other people's experiences in having this type of work done, but we were in the enviable position to be able to state that our association with you was extremely positive. From our first phone call to your office, to the completion of the contract, we could not have been happier with the service you provided. I think this statement takes on even greater significance when you consider the fact that we resided in Westchester County at the time the job was completed, and therefore, relied totally on your skillful expertise and honesty. We were never disappointed.*

*We hope that all is going well for you and wish you continued success in the future.*

Sincerely,

A handwritten signature in black ink that reads "Don Slater". The signature is written in a cursive, flowing style.

Don Slater