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Dear Tom,

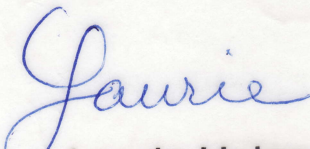
I just wanted to drop you a note to thank you once again for the spectacular job you did at my father's house. We are thrilled with the finished project...it is so nice when a company exceeds your expectations.

First of all, I can't believe it is the same house! You and your staff maintained wonderful standards during the project. All of the work is meticulous throughout.

Most importantly, thank you for the kindness and respect that you showed to my father and me. Your business standards are truly different from your industry by **all** of the things that you do. You made what could have been a difficult process not only easy; it was (almost) enjoyable!

I guess the greatest aspect of a job well done is customer satisfaction. Please feel free to offer my name as a recommendation for any of your future customers. I will be happy and confident to recommend your work.

Many thanks,

  
Laurie Haines