

January 13, 2012

Dear Managing Executives at Summit Restoration:

I am writing in reference to the restoration work that your firm recently completed for us.

With exceptional service an unfortunate rarity, we have decided that it was not only a pleasure to have secured your company for this job but also that we needed to take the extra effort to put our thoughts in writing.

From the moment your people took charge of the project, the professional manner in which every individual completed their tasks, we felt confident in their expertise and marvel at the orderly and efficient way in which every step was executed to completion.

We want to congratulate you on an excellent job and to let you know that you may use us as a reference for your superb work. It was our good fortune and pleasure to have enjoyed this experience with your firm.

Very sincerely yours,

Michael and Marlene Baggett