

December 9, 2006

Bill Smith  
Acme Roofing & Waterproofing  
1010 Lincoln  
Houston, TX 00000

Dear Mr. Smith

I am writing concerning the roof replacement that was recently completed by Acme.

As the Chief Engineer of the building for 30 years, Carl Miller has overseen and been involved in many construction projects. His judgment of contractors and evaluation of performance is invaluable.

Carl came to me and wanted me to let you know how satisfied we were with the crew from Acme who replaced our roof. Specifically, these employees are John Doe, Bob Denver, Calvin Black and Justin Blocky.

This crew was professional, efficient, courteous, and did an excellent job throughout the duration of the project. Carl tells me that over his 30 years he has never seen a crew with the work ethic and can-do attitude that his crew had.

I personally could not find anyone in this building who had one complaint about this project.

Please thank your crew personally on behalf of our building staff. Happy Holidays!

Sincerely,

Melvin Burns  
444 North St.  
Ft. Worth, TX 00000