

October 24, 2011

Dear Mr. Surry,

I want to make my appreciation known for two of your employees; Jennifer and Quentin. On Friday, October 14th, the services of your company were needed for our Condominium Association, Northlake Village Six in Sanford, FL.

Jennifer facilitated this process and exemplified what customer service should be, but most of the time is found lacking. Quentin was patient and knowledgeable, and also made the experience much easier. Service like these two represent is rare in business these days, and I not want my appreciation to go unstated.

You can be certain that I will continue to use your services as needed and will not hesitate to recommend your company to others.

Sincerely,


Tori McCaskill

Northlake Village Six Condominium
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