

March 9, 2011

Mr. Noto,

Your company recently installed the fence which surrounds my newly constructed house. After checking with several fence companies and questioning our friends we selected Quality Fence. After our meeting with Mr. Robert Horton we walked away quite satisfied that our selection of a fence company was correct, and felt at ease with the procedures set out by Robert concerning the installation of the fence.

I have some medical problems which are quite evident and they prevent me from driving. Robert was kind enough to stop by my wife's pottery studio (he was aware I go there each day) to go over final details and to bring our contract to sign. To me this is above and beyond any expected employee behavior. More importantly such actions project quite favorably on your company as well as displaying the great dedication Robert has for his job and compassion for the customers. Such actions are no longer the norm in our society, if ever.

Robert met us at our new address the day installation was to begin and made certain we understood how the fence was to be installed and to determine if we had any last minute changes in mind. Once again, we walked away feeling very pleased with everything and extremely confident with what was to be done. I cannot recall another instance in which my wife and I felt so at ease with a building project. Throughout the construction of the fence we were kept apprised as to what progress had been made and the projected time of completion.

As expected, the fence was completed when Robert said it would be and it looks even better than we had ever anticipated. We have been so pleased with Robert's knowledge, integrity, and professionalism throughout our fence project that I felt compelled to bring these facts to your attention. Although I never owned a business I was an administrator in my profession and it seemed as though the only time an employee was brought to my attention was for a complaint. Rarely do the excellent employees get the acknowledgment they deserve.

Robert's dedication to his profession reflects quite favorably on both you and your outstanding company. I strongly believe that Robert's performance was outstanding and, especially in today's climate of the "me" generation, he is a breath of fresh air. Robert is the type of employee that upper management seeks but seldom finds.

If you should have any questions concerning this letter or any other matter please feel free to contact me at home (210-545-4296) or at the studio (210-494-9100).

Regards,
Joe D. Pope
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