

April 25, 2010

To:

Whom it may concern.
Thermal King Glass
102 A-1830 island Hwy.
Victoria, B.C. V9B 3J1

Subject:

Replacement of Existing 6'6" x 40 foot Glass Roof at 551 Phelps Ave.

My wife (Elizabeth Repay) and son (Leslie Griffin) and myself (Wayne Repay) would like to comment on the Professionalism of your staff while working at 551 Phelps Ave.

We found your staff always arrived on time, kept the three of us well informed of all work being done. They made us feel that we were important to them as a person and not just a customer.

Two of your employee's stood out, and we noticed they went the extra mile.

Mr. Tony Grogan:

Before leaving work the night of April 20, ,2010 he left his phone number in case of any leakage if it rained. And it did.

At around 10:30 PM, I was checking the doors to make sure they were locked and found that there was water leaking where the plywood was attached to the house. There was water on the floor and it also went into the basement through the floor and the corner of the wall.

I proceeded to put a bucket under the area where it was leaking and towels on the floor to collect the water.

Found Tony's phone number and called him, he said he would be right over to check out the problem and rectify it. He showed up and it was still raining. Upon inspection he decided it best to go up on the roof and tape the sides of the plywood. This took time and with the weather the like it was I felt this was dangerous. He made sure that everything was properly secured and he had all of the equipment he would need to rectify this problem. Kept me well informed by talking to me through the Roof Glass as I could hear his voice.

While he was doing this, I continued to clean up the water and ended up emptying three pails of water.

Once he was done securing the area of the leakage and his inspection, he proceeded to check for other leaks. Found a small drop in the rafters which I said could be looked after the next day.

By this time, it was roughly 1:45 AM, April 21, 2010.

I felt very secure that there wouldn't be any more problems during the night.

Mr. Kaleb Stetsko:

He to, was always willing to go the extra mile on keeping us informed of what he was doing. Showing the professionalism of doing the job. It was noticed that both Kaleb and Tony work extremely well with each other.

On April 21, 2010 - they worked till roughly 8 PM. Making sure that everything was cleaned up and that we were happy before they left for the day.

This proved to us, they both were conscientious doing the job and going that extra mile to please the customer.

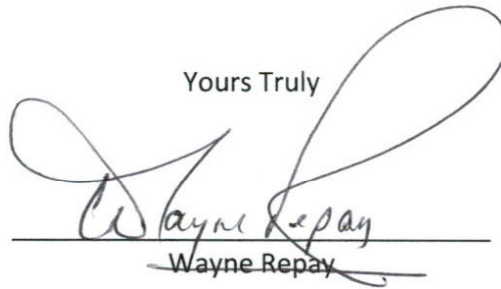
In closing, we (Elizabeth, Leslie and myself, Wayne) thought that you should and the company be informed of these two individuals. To have personnel who work for you that put out 150% is a rare commodity these days.

It was a pleasure to see this in today's world.

Please pass this on to them, as we believe both Tony and Kaleb showed a high character and professionalism of their job and personality.

We would highly recommend your company for the work that was done here at 551 Phelps Ave, based on your staff and expertise the company that we were shown.

Yours Truly

A handwritten signature in cursive script, appearing to read "Wayne Repay", is written over a horizontal line. The signature is fluid and includes a large loop at the end. Below the line, the name "Wayne Repay" is printed in a simple, sans-serif font.

Wayne Repay