

December 15, 2006

To: Ray Black  
From: Kevin Brown  
Re: Outstanding Employee

Ray,

I am writing to you to tell you how impressed I have been with the great service and work performed by one of your employees.

John Doe ran the roof replacement job on a couple of our buildings this year and he did an excellent job. He maintained communication with me regarding all changes and was quick to alert us to work that would interfere with the comfort of our tenants during business hours.

He raised the bar for all other vendors with his attention to detail and outstanding customer service.

Please be sure to let John know how pleased we are with him.