



November 25, 2013

Hi Rochelle,

I just wanted to thank you for making sure our job was done on Monday as originally planned. I'm sure it took some doing but we do appreciate everyone's co-operation.

We were very impressed with Brian, the worker who did the job! The job actually became more complicated than anyone expected with the baseboards he brought not matching the existing ones, not painted the proper colour and air tools not working properly. He was a kind and patient man whose priority was to make sure the job was done right and his clients were happy with the finished outcome! Even when I was willing to have him cut some corners on the job which would have made his life easier he still insisted on doing the job correctly and finishing it properly even though it would extend the length of the job and his effort! I have nothing but positive feedback to give in regards to this employee and hope you will pass on my comments to whoever needs to know about this outstanding employee!

We have been so pleased with everyone at Tri-Star and how we have been treated since our "unfortunate accidental flood" occurred. Our thanks and appreciation goes to everyone and again Brian did an outstanding job finishing the job for us today! He is a real asset to Tri-Star!

Take care and thanks again for your help!

Bill Whittle

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