

**Subject:** Thank you

August 6, 2010

Dear Lee,

After enduring a year of construction and having dozens of workers in and around my house, I have to tell you I have never met a more courteous, professional and capable group than the guys from G.S. Jones.

No one wants to suffer through flooding. But let me tell you this: Your company made the mountain of damage into a manageable project they handled professionally and beautifully. I am particularly fond of Jeff and Bobby, who not only showed up every day looking neat – they had smiles on their faces and remembered the names of my children. I think your estimate was fair, the job was done well, and the people who were in my house were a true pleasure to be around. Amazing! (I even conned the guys to lug an extraordinarily heavy roll of carpet down two flights of stairs – which they did, happily!)

One final note: Jeff was at my house doing some final touch-up work today. When he left to pick up more supplies, he noticed his truck had been leaking power steering fluid on my driveway. I thought nothing of it but he wouldn't leave until the mess had been cleaned up. Incredible.

I hope to never have to call you again... but if something down the road does go wrong and I need restoration work, G.S. Jones is on my speed dial! Tell the powers that be that your company knows how to do it well, and do it right. I'm a customer for life.

Best Regards,

Wendy Bell  
WTAE-TV News Anchor  
Mother of 5  
Satisfied Customer