

May 26, 2010

Dear Mr. Antos and Mr. Robinson,

I wanted to send you a handwritten thank you note to let you know how much I appreciate your company's great service and especially the great work of your employee, Len. He did an excellent job. He explained all the work he was doing and why. He gave me options as to how much work I could have done. I ended up spending much more than I had planned, but I felt confident after talking with Len that it was the right choice. Len worked really hard all day out in a hot garage! He was ~~so~~ so courteous the whole day. I really felt bad for Len! He came into my home and it was a total disaster! It looked like something off

one of those reality shows like "Clean House," the before images! I have been ill for some time and didn't even realize how sick I was until I was taken to the hospital by my husband and daughter and almost died! I had severe anemia and some other things contributed to the severity of it. My family had noticed how weak and tired I had become - therefore the house really went downhill big time! Len was so kind and didn't run out of the house when he saw how messy things had become. I was so very embarrassed as I have always been known to my friends as the "Martha Stewart" type. Len was so kind. I am sure he has never seen anything quite that messy before! Even though I was so embarrassed, Len did not make me feel so awful. I told him I'm sure we will have some more work to be done and hopefully the house will be back to normal

by that time. I'm sure he never wants
to see that much mess again!

I just wanted you both to know how
great your employee, Len, is. I would
not hesitate to recommend your company
and Len to anyone I know.

Thank you again for a job well done!
Sincerely,

[REDACTED]

P.S. I am having surgery to correct
some causes of my anemia, so I
will be calling for more work to
be done at a later date!