

*Dip into something different.®*

The Melting Pot<sup>®</sup>  
a fondue restaurant

Mr. Raymond McQuillan  
CET  
2719 Grand Avenue  
Bellmore, NY 11710

11/01/2007

Dear Mr. McQuillan,

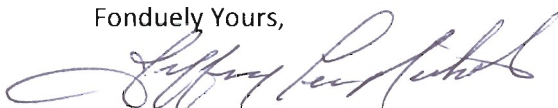
As all of you within this industry must already realize, the construction phase of any project is one of extreme stress and frustration. Being that I have been in the restaurant business for 14 years, I have a deep appreciation for customer satisfaction. I spend the majority of my time trying to teach, implement and personally perform in a way that insures not only to meet the expectations of my guests but to exceed them. This also gives me the knowledge to recognize when I am the recipient of service that not only meets but exceeds my expectations.

We usually find in any service industry that a client may only take the time and effort to formally acknowledge when service is less then they expect. This is not the case in this matter.

I am writing to you today to express my gratitude for the performance of one of your own, Chad Bonner. From the first day that I met Chad on site he presented himself in a confident and professional manner. When starting a project of this size and filled with the challenges of a retro fit situation, his confidence spread and relieved me of doubts as far as the electrical work was concerned. This confidence grew as I watched and experienced Chad's performance and concern for details. His ability to see the job as a whole considering all that had to happen after him, showed a genuine concern for my finished product. Communication, one of the biggest challenges in any area and all businesses, is a huge asset that Chad possesses. He would accumulate several questions about potential challenges before approaching me for answers. This may seem like a small point but when several other trades are calling you in different directions, Chad's communications were very helpful and respectful of my time. His organizational skills and willingness to move his work base (job box, plans and materials) to allow the job to proceed around him added to the success of my project. And finally his supervision of his crew, keeping them moving from task to task, interacting with their questions while paying attention to the safety of his crew and the site overall portrayed his leadership skills that I aspire to have within my management staff.

Overall I wanted to recognize that I felt that Chad not only took ownership in his work but in the finished product as a whole. Because of this experience with your company I want to thank you for your assignment of Chad to our project and look forward to a long lasting relationship for our electrical and service needs.

Fonduely Yours,



Jeffrey L. Nichols  
President  
L.I.Fondue Inc.