

Steve and Juliana Kathman
2590 Lake Drive West
DeLand, Florida 32724

Ed Senez Aluminum Specialist, Inc.
720 N. Volusia Ave.
Orange City, FL 32763

November 15, 2002


Dear Mr. Ed Senez, Sr.:

It was a pleasure meeting you at our home November 1st. This letter is in regards to the workmanship of our new screened room. We wanted to express our gratitude for the professional and pleasant experience. We met Chris in May at our home for an estimate. He was knowledgeable, informative, personable, and understanding of our requests. Chris also made competent suggestions. While we graciously waited for the date of our installation, Chris kept us informed of the schedule.

Once the date of the installation arrived, we had the pleasure of meeting Tom. He represented the company well. He explained the procedure before he began the installation and was sure that we understood the process. He proved himself reliable and able to work well independently. Tom is also personable, knowledgeable, and conscientious. We thank you for the prompt attention to our request for a call back.

We knew that your company was reputable and our friends affirmed it, as they were very pleased with their pool enclosure. We have enjoyed our screened room, especially now that the weather has began to cool. We hope that you consider this letter as a means to reward your employees generously for their dedicated service.

With our highest regards,



Juliana Kathman

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