

To Whom It May Concern:

I am pleased to write to you about the commendable work of Brian Martin. Brian was the Project Supervisor and Master Plumber for the renovations of my two bathrooms. He brought extensive and versified experience to the job and his performance and the results have clearly met my expectations. He took charge of the job from the very beginning and assured the accountability of the other workers.

In addition to his being a highly skilled and qualified plumber, Brian has strong supervisory abilities. He has a strong work ethic and made sure that the work of the subcontractors he oversaw met his high standards and my expectations.

Brian places a great deal of importance on customer satisfaction. He communicates effectively and listens well. He is very dependable and was in contact with me on a daily basis to apprise me of the progress of the job. I really appreciated that.

Brian completed the plumbing of the bathrooms most expertly and efficiently, with the least amount of disruption. He always left my home in good order each day – clean and without any of the debris from the day's work. Brian's in-depth knowledge of construction requirements and building codes was most helpful in keeping the job on track as much as possible.

With his being able to offer a background of expert plumbing and finely-honed supervisory skills to the job, I believe that your organization is fortunate to count Brian as one of your most valued employees.

Sincerely,

*Beverly R. McCormick*  
Beverly R McCormick