

Mr. Greg Mullen  
Enterprise Contracting  
13944 G Willard Road,  
Chantilly, VA 20152

2 July 2010

Dear Greg,

I wanted to let you know how pleased I am with the work Enterprise did on my kitchen renovation. We love our new kitchen! I even enjoy cooking more now than ever before, which is unusual for me. The workmanship is first class and the materials used are clearly high quality products.

I want to thank everyone at Enterprise for the professionalism displayed during this job. Even though there were delays because of blizzards and unusual items that had to be ordered, we received excellent service and consideration every step of the way through the project. Since this is our second project with Enterprise, we had a degree of confidence going into the job, but the experience with this much larger and more complex effort is noteworthy.

I especially want to compliment Ian Loch for the work he did as Project Manager. He exemplified everything a homeowner would want in a Site Manager on this type of construction project. He was not only a pleasure to work with, but we were incredibly impressed with his daily communication and very fast response to any call. He anticipated our needs and made sure that we experienced the least amount of inconvenience possible during the renovation. He gave excellent advice when we asked his opinion on choices we needed to make, and always pointed out the things we needed to consider regarding the construction, code restrictions, and practicality. Ian repeatedly won our confidence when he took great pains to make sure our home was safe, secure and functioning. I will not forget how he responded when the worst blizzards in our area history were hitting and Ian made sure his team got to our house to connect our appliances the day between the two storms. Ian knew we would likely be house bound, and he wanted to be sure we had the ability to use the basic kitchen functions even though we were not at the stage of the project for the appliances to be reconnected. If he had not done that, we would have been in our house for days without the ability to cook and without the ability to leave the house to bring anything in or go out. There were also two occasions when he sent workers to our home on a weekend to be sure a door locked properly or to finish one last item that made it possible for us to start putting our room back together. It's this kind of excellence that makes your company stand apart.

We also want to express our appreciation for others who helped us through this project with great professionalism, Scott and Stephanie were a tremendous help to us, and Mike Solma and Adze helped us to get off to the right start. I also want to thank you for being easily accessible and tuned in to our needs. We will certainly turn to Enterprise first for our next project.

Sincerely,

A handwritten signature in black ink that reads "Maria Whitworth". The signature is written in a cursive, flowing style with a large initial "M".