

To: John Murhman

From: Anne Hoke

Date: November 8, 2011

Dear John,

I just wanted to drop you a note and let you know how much we have been enjoying our new pool. Even though the temperatures have dropped, the heater has allowed us to continue to have fun in the sun.

If you would ever like to use me as a reference please feel free to have your customers call me or refer to this letter.

I really appreciated that you offered me an accurate quote, installed the pool within the offered time frame, and had it completed and cleaned up within a week. I still can't believe it!

I also appreciate you returning to my home to help me learn to maintain my pool without a lot of work.

Even though I have never owned a pool, you helped me get the hang of it quickly.

Thank you and your crew for all of your hard work. It is greatly appreciated.

Sincerely,

Anne Hoke