

College Works Painting Reference Letter
Mikel and Shelley Matthews
Mahomet, IL

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June 2, 2009

I'm very happy to write a letter of recommendation for the College Works painters and, in particular, for Joel Gher.

Our luck with contractors has been disastrous. They either don't show up for an appointment to give a quote or don't show up to do the work when promised. Normally, if they do come to give a quote, we never hear from them again. There was some hesitation when the College Works representative came by and promised that someone would call us to give us a quote. Then when they did show up, there was additional anxiety when we decided to sign the contract and gave them a down payment for work that wouldn't be done for another 6 to 8 weeks. We hoped that this wasn't some scam that we would hear about on TV in the coming weeks. But Joel and the other representative were so knowledgeable and courteous. They explained everything about how the company worked and what they would expect of themselves and of their crews when the time came to do the job. We were impressed by the professionalism of their attitudes and presentation. With both my husband's and my careers, we have recruited, interviewed and hired hundreds of people and we can usually tell when someone isn't being honest. This wasn't just a summer gig to earn some money for college, this was a job and an incredible opportunity to learn the world of business. It was obvious that they both took this job very seriously.

We asked if we could have it done early in the season since we were about to have extensive landscaping done in the back yard. As promised, Joel called back several weeks later when the weather was starting to turn warmer. He came out and walked around with both of us to talk about any problem spots and any wood that needed to be replaced before starting the job. As it turned out, the siding was not readily available so we asked that they go ahead and paint and we would deal with the replaced boards later. The crew that came out to paint; James Thompson and Josh Strokeher, were on time, courteous, and worked extremely fast. The yard was cleaned up every night, they put all the tape and plastic in the garbage can when they were done and left nothing in the yard. During the inspection at the end, when we found one area that had been missed (it was between two boards and very easy to overlook), they immediately got the brushes back out and finished it up.

The house looks great. We've had compliments from the neighbors and even our next door neighbor, who had decided to wait until next year to get their house painted, decided to go ahead and sign up with Joel and his crew. We're so happy with the results and cannot say enough good things about Joel and his crew. We have no doubt that whatever Joel decides to do in his future, he will be successful. He has a customer service attitude that is missing in so many of today's businesses. My compliments to College Works for having the foresight to hire such an incredible young man as Joel Gher. We will continue to recommend College Works to everyone.

Thanks for restoring my faith in contractors-I now know that it can be done!

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We asked if we could have it done early in the season since we were also having extensive landscaping done in the back yard. As promised, Joel called back several weeks later when the weather starting turning warmer. He came out and walked around with both of us to talk about any problem spots and any wood that needed to be replaced before starting the job. As it turned out, the siding was not readily available so we asked that they go ahead and paint and we would deal with the replaced boards later. The crew that came out to paint, James Thompson and Josh Strokeher, were on time, courteous, and worked extremely fast. The yard was cleaned up every night, they put all the tape and plastic in the garbage can when they were done and left nothing in the yard. During the inspection at the end, when we found one area that had been missed (it was between two boards and very easy to overlook), they immediately got the brushes back out and finished it up.

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May 30.2009