

College Works Painting Reference Letter
Vincent and Rita Carioti
15210 Glenhurst
Southgate, MI 48192

We want to share with you how pleased we were with our painter Ryan Vershay and his Branch Supervisor Amy Greenfield.

College Works Painting
1505 E 17th
Suite 210
Santa Ana, CA 92705

September 10, 2004

Vincent and Rita Carioti
15210 Glenhurst
Southgate, MI 48192

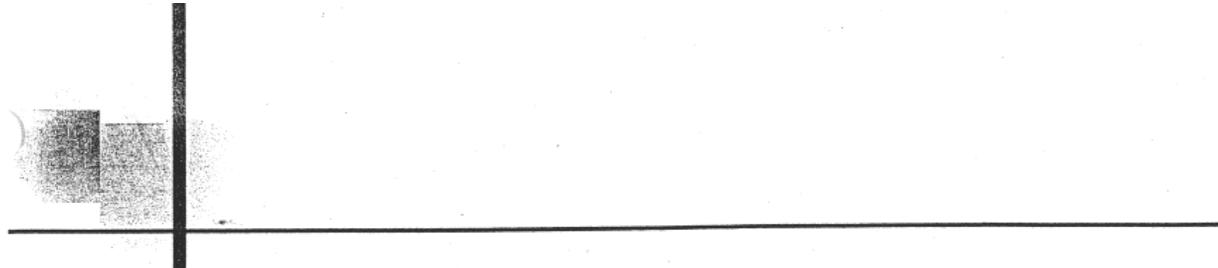
To whom it may concern:

We want to share with you how pleased we were with our painter Ryan Vershay and his Branch Supervisor Amy Greenfield.

We were first approached by a supervisor named John Gaynier back in April 2004. We agreed and signed a contract agreement to have our high ceiling, foyer and stair way painted by your company sometime in mid June. Well, we never heard from him (mind you that he already had our deposit money). After many attempts of trying to contact John, we finally were able to hear from someone from your company on August 28th 2004, A new supervisor was forced to deal with Johns very unhappy clients. She wanted to meet with us and schedule a time to start painting. We were very ready to meet Amy. We had so much complaining to do about your company. Amy addressed every complaint courteously, and very professionally. She dealt with the situation promptly and now I can tell you that I have a beautiful entranceway. The job was completed within 4 days of our very first conversation. Ryan spent 2 whole days tending to his work without a mess or interruption to our day, In having a high ceiling, I was very concerned about the area where the wall and the ceiling meet, I wanted a sharp straight line, which was accomplished.

I must tell you that if it weren't for Amy and the way she conducted herself as a leader and director I really feel that you would have lost us as a customer. I feel Amy deserves a lot of credit in having to deal with all of Johns mess and the irate customers that was put in her lap. I would defiantly refer my family and friends to College Works Painting. Your team did a fantastic job!

Regards,
Vincent and Rita Carioti



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