

College Works Painting Reference Letter
Mark & Cheryl Eshoff
5434 Shelato Way
Carmichael, CA 95608

I am writing to convey our enthusiastic recommendation of Brianna Russell and Collegeworks Painting. When a representative of Collegeworks approached me to inquire about the need to paint our house, I was impressed by the politeness and professionalism the representative displayed.

Mark & Cheryl Eshoff
5434 Shelato Way
Carmichael, CA 95608

June 13, 2005

To Whom It May Concern,

I am writing to convey our enthusiastic recommendation of Brianna Russell and Collegeworks Painting. When a representative of Collegeworks approached me to inquire about the need to paint our house, I was impressed by the politeness and professionalism the representative displayed. From that point on, several attributes of Brianna and the company were consistently demonstrated:

- 1) Follow-through – Brianna followed through with every commitment she made, including returning phone calls promptly, arriving on time for every scheduled appointment, scheduling of the work in the time window that was required and finishing the job when she said they would finish. When need for other jobs impacted her staff, she was able to quickly mobilize other workers to meet the promised deadline.
- 2) Customer Service – Brianna and her staff consistently listened to me and responded to every question or concern I raised. She was prepared with letters of recommendation from neighbors who were willing to write of their positive experience and with detailed information about the company, the training that the company provides their staff, the prep and painting process and the quality of the work. Brianna displayed an attitude of respect and enthusiasm with me and with the members of my family. When the job was finished, even my daughter commented, “I’m going to miss Brianna, she was so nice.”
- 3) High Quality Work – Collegeworks uses high quality, commercially available paint. The prep work was thorough and the painting on our house was done well. The windows were masked properly and care was taken to protect all flowers and plants. We changed the color of the house, making it easy to see when the coverage was inadequate or the trim work was not carefully done. Each day while the work was being done, Brianna was available to walk around the house with me to note anything that needed to be addressed or answer any questions I had. It was a struggle to find any area that needed extra touch-up or additional work.

Normally, I hesitate to make recommendations to friends. But, as a result of our experience, I have given Brianna’s contact information to several others who are considering painting their houses soon. The price was fair, the product was good quality and Brianna was a pleasure to work with – all good reasons for a strong recommendation!

Sincerely,

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