



Capsand, Inc  
DBA Capriotti's Sandwich Shop

Zip Code 89146

To: Joe Johnson  
Rebel Refrigeration

From: Larry  
Capriotti's Sandwich Shop

Dear Joe,

A few weeks ago I called you to compliment you for the way our walk-in move from Buffalo to Charleston went in late December/early January. You asked if I would mind putting my comments down on paper, which I agreed to do. I am finally getting around to that. I apologize for the delay.

As I told you on the phone, I was very impressed with the fact that the whole move was accomplished ahead of schedule with no hassle at all. Your employees were professional and friendly and the quality of their work was outstanding. In general, the process of moving our store *was not* easy or hassle-free, and your company stood out in a very positive way. Thank you for the way you and your team took care of this from start to finish.

I would also like to say that the overall performance of your company is very good. While every situation may not be perfect (and how could we expect it to be?), I find that your techs are conscientious and knowledgeable, your office staff friendly and helpful, and yourself accommodating and fair. I really enjoy our relationship with your company and look forward to it continuing.

Sincerely,

Larry  
General Manager

BY: \_\_\_\_\_