



WOW! Internet-Cable-Phone
1030 National Parkway Schaumburg, IL 60173

Woodrow Development Inc.

1805 Pickwick Avenue

Glenview, IL. 60026

Att: Mr. Todd Nelson

Dear, Mr. Nelson,

Recently, your company was selected to remodel our Schaumburg, IL office which after being a tenant in this location during the previous seven years required a major renovation. I'll share with you quickly some of the challenges we were facing: the carpets throughout the building were both weather worn, and dirty which our cleaning crew didn't hesitate to share with us on several occasions. Our inside building walls were in desperate need of new paint as well as repairs. Finally, the tile in both the front lobby area and throughout our building displayed a dull and unprofessional appearance.

I was the point of contact for our company, and your Project Manager Jim Teeters introduced himself and assured me that his company would exceed our expectations. I've been involved in managing employees over 30 years and recognize an effective professional manager when I meet them. Jim is indeed one of those managers.

I received several voice messages from Jim throughout the weeks, and even on Saturday (which was impressive) on the status of completing our project. Once the job was complete Jim even came back to review the work with me to ensure that his team performed to my satisfaction.

In closing, thank you very much for your service, and especially assigning Jim Teeters, Project Manager to our project if you're ever in the area please stop by our office.

Sincerely,

Mike Redding

WOW! Internet Cable and Phone
Field Service Technician Supervisor