

16th August 2010

Dear Robert Woodrow

My name is William and I work with one of the largest charities in this country working with disabled people.

I recently found your details on the web to have the floors done in my flat.

Alan the gentleman that came was brilliant that he understood my concerns and queries and was very patient in his approach.

I also found that Alan was very professional in the way that he carried out the task; he is a great ambassador for your company.

Based on the work that he did for me I would have no hesitation in recommending your company.

Please pass a copy of this letter to him and express my sincere thanks for his attention to detail

Thank you again

William J Gallagher