

Amanda Murphy
30 Crest Avenue
West Haven, CT 06516
(203) 932-3361

April 10, 2000

Joe Capasso
39 Sugar Hill Road
North Haven, CT 06473

Dear Mr. Capasso;

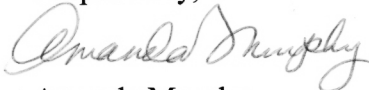
I would like to thank you and commend you and your fine crew for the work you did on my chimney at the above address. You and your crew were craftsmen who truly cared about the work being done. Moreover, your crew was exceptionally respectful and neat, cleaning up after the job in a way that I have never seen done. It is a pleasure to see a business run on quality workmanship, **integrity**, and customer satisfaction. This is, unfortunately, the exception today rather than the rule, making your business stand out from so many others.

You are a man among men, Mr. Capasso, and a fine role model for your sons and your crew. Thank you for this opportunity of restoring my faith in workmanship and knowing there are still people who care about the quality of their work. What happiness it must bring you to know you have provided an honest service for the fee rendered.

Next time you are in my neighborhood, please take a look at my stone walls out front and give me an estimate for restoration/repainting as they are badly in need of attention.

Thank you again and please extend my sincere appreciation to your fine crew, especially Tony.

Respectfully,

A handwritten signature in cursive script that reads "Amanda Murphy".

Amanda Murphy