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September 2, 1998

Mr. Jim Vasadi
Vasadi Contractors
55 Insley Avenue
Rutherford, New Jersey 07070

Dear Jim:

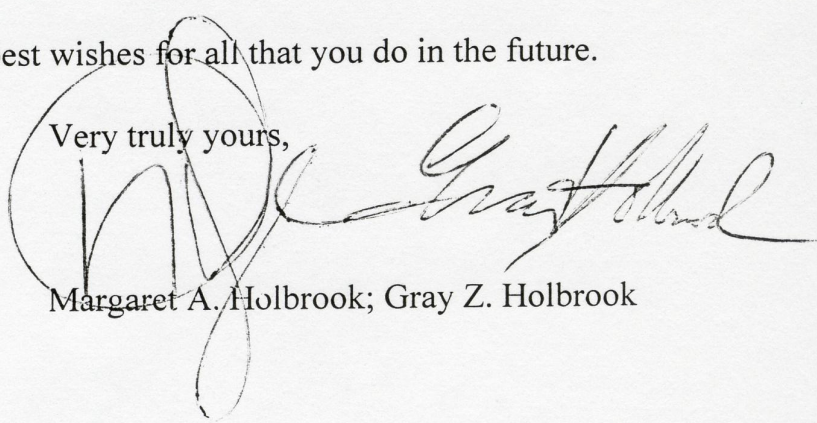
We wanted to formally thank you for the wonderful job you did in the kitchen. As I told you, in my work, the kinds of contractors I get to know about are mostly trouble, and I was afraid to get anyone in to do the work we needed, until I saw you work at David's house. I could tell by watching you that you are a craftsman and that you would do a great job for us too.

Not only did you do that great job, but you hired sub-contractors who also did a great job, you dealt effectively with suppliers, discovered our preferences (even when we didn't know we had them) and gave us what we wanted and what works for us, all with sensitivity and consideration for our convenience. We respected the way you worked with Scott when he was helping you.

We both learned a lot about how to do a careful piece of work by watching you, and that is appreciated too. Respect for the process is important. We closed the sale of a half million **dollar house** last week and watched an arrogant builder bully the buyer and realized that consideration for the customer and pride in the work are dying qualities. If we could clone you, perhaps we could keep these alive.

Thanks again for everything, and best wishes for all that you do in the future.

Very truly yours,



Margaret A. Holbrook; Gray Z. Holbrook