



Army & Air Force Exchange Service
Midwest Area Exchange
Building 89, Area C
Wright-Patterson AFB, Ohio 45433-5000

MWSD-FMO

SUBJECT: Letter of Appreciation

I would like to take this opportunity to thank you, Mr. Caruso, and your staff for all the great work you have performed for us over the last couple years.

We have had nothing but positive comments from all the facilities you have worked in throughout our nine state area exchange plus comments from the New England exchange where you worked on the Plattsburgh AFB facilities.

It is nice to be able to work with one contractor out of one office that can cover the major part of the continental United States. In almost every other situation we have to waste valuable time seeking out new local contractors and drawing up new contracts with them and hoping they would work out. By-the-way, the Wright-Patterson Four Seasons store manager still swears that we added additional lighting to her store, while as we know, the merit goes to the great cleaning job your people did to change that 21-year old ceiling back to white.

I would also like to thank you for the fine clean-up job your people did and the protective measures they took while working over millions of dollars of merchandise - even while work is in progress. Our managers were nervous about this at first, but all went well. Your people did great jobs. An important note also goes to the nice uniform shirts they wear which is another sign of your seriousness and professionalism as a business.

You may also know that our company is on the cutting edge of ecological issues. There are a lot of us who are excited about not having to dump old tiles in land fills, worried about possible dangerous effects for the future. With your cleaning methods we are recycling the existing tiles, protecting the environment and still saving money. In my book, it doesn't get any better than that.

Again, thank you for your excellent work, seriousness and rapid response. As Chief Facilities Manager for the Midwest Sales District, you have made my job easier and more effective. My sincere thanks for a job well done.

Regards,

WALTER G. WEBER