

C.J. Salzano
Salzano Custom Concrete
5667 Stone Rd. #670
Centreville, VA 20120

Subject: Letter of Appreciation

It is with great pleasure that I would highly recommend you and your crew's professional services. After literally more than a year of planning, assessing options, and comparing bids we contracted our project with you. The work included: excavation, remedying a deck code issue (from a previous contactor), extending a decorative retaining stone wall, and construction of a 600+ sq. ft. stamped concrete patio.

My observations and assessment of your services:

1. Responsive – timely and effective communications before, during, and after the job.
2. Business Philosophy -reflects flexibility in terms, schedule, and specifications.
3. Competitive Pricing – at the low-end, not the cheapest but, definitely the best value.
4. Professional Crew – the guys worked very hard. Each knew what to do and did it, all in harmony. Worked as a team and had some fun at it.
5. Right Equipment- evidence of a significant investment in some major equipment that lower priced contractors or start-up contractors could not afford. This equipment made a difference in job execution.
6. Creative Approach – other contractors told us what they couldn't do. You and your crew had the experience, materials, and perseverance to figure out how to deliver what we wanted.
7. Quality – used the best products available and used the appropriate grade of materials; protected grounds and property from wear or damage, maintained a clean and safe work site, and delivered a new patio as a completed project that met all of our expectations. You went the extra yard for customer satisfaction.

Please extend our appreciation to your crew and do not hesitate to share this letter with future clients. You may also make arrangements for future clients to contact us by phone or visit. We do insist that you advise or confirm with us first before providing our phone number or encouraging any drive by. Our dog can be abrasive to strangers and unexpected guests.

Sincerely,



Mike & Donna Calloway
Aldie, VA