

**Matthew J. Jones, Jr.**

5701 Glamis Drive  
Alexandria, Virginia 22315-4130  
(703) 971-7432

5 April 2011

Devin Conley  
ALL-PRO Painting & Contracting  
298 Devon Dr.  
Ruther Glen, VA 22546-1149

Dear Mr. Conley,

This past week your company painted a major portion of our house's interior. Work included moving our furniture into the center of the rooms to be painted, placing protective coverings over that furniture, preparing the surfaces, and painting the ceiling, walls, and trim--a rather substantial undertaking.

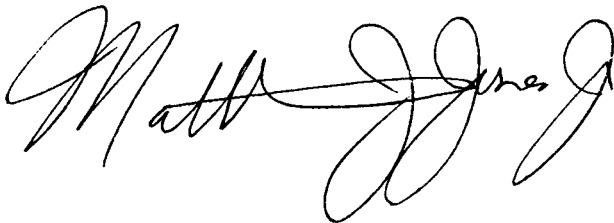
To say that we are greatly pleased with the product of your efforts would be an understatement. You and your crew of Doug and Vanessa arrived on time, worked efficiently, completed the effort in three days as agreed, and cleaned up before leaving the site each day. Your dedicated customer service was noteworthy.

While each of you was most cordial and very amiable, your hallmark was unquestionably your exemplary work ethic. Not only did this result in quality performance in completing the project, but it affected positively work progress and final inspection and acceptance.

We have recommended you to family, friends, and neighbors. Please feel free to use us as a reference.

In summary, you have another satisfied customer. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Matt Jones, Jr.", written in a cursive style.