

Kathleen M. Morris
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Dorchester Center, MA 02124
617-288-4015

May 22, 2009

Mr. Michael Keith
A-American Remodeling & Roofing Co., Inc
85 Plymouth Street
Bridgewater, MA 02324

Dear Mike:

I wanted to let you know how pleased I am with the new roof. Your crew worked extremely hard, and it was obvious that they took pride in their work. I would so agree with the reviewer on Angie's List that remarked about how she'd never have known a new roof had been installed that day because the grounds were left in pristine condition.

Please thank your crew that worked at my home. I never met Jose` because I guess he was on vacation. I'm pleased that David Knight was part of the crew. Also, Rita was always so pleasant every time I spoke with her. To me, customer service is so important, and your company would get an "A".

I will be happy to submit a report to Angie's List about your company. One suggestion I would offer is to let the consumer know that you do not personally supervise the installation. The way you presented how the job would be done somehow lead me to the conclusion that you would be on the job to supervise. It did not take me long to realize your crew knew what they were doing so I had nothing to worry about. Mike, if a potential customer wants to speak with someone you did business with you, please give my name and number. I'd be happy to recommend your company

Sincerely,

Kathleen M. Morris