

April 23, 2009

P. J. Fitzpatrick, Inc.
21 Industrial Blvd.
New Castle, DE. 19720

To Whom This Concerns:

My wife and I just want to commend you on the quality of your work and the professionalism of your employees from beginning to end. Curt Riley, the sales person, was polite and professional. He was knowledgeable and very patient with out many questions and concerns. He addressed our questions and was responsive to our requests and phone calls. We were delighted with your quick response in attempting to get the job done and we do realize that the shingles not being available was not your fault. You did a good job of getting replacement shingles that more than exceeded our expectations.

When the job crew arrived at 7:15 Friday morning, they quickly went to work. Jimmy, the crew chief, was very pleasant and explained exactly what was going to happen and when. The entire crew worked continuously (with the exception of a short lunch break) until 7:45 that evening. When they left the site was tidy and all materials needed for completion the next day were neatly stacked. The next day only half of the crew came with Alex as the crew chief. He was also very patient and explained all events to us. The cleanup guy was amazing, he never stopped. We were quite impressed with their work ethic and professionalism. We never heard a curse or disparaging remark.

Kenny Bevis, the Quality Assurance Manager, was also quite good at his job. He made sure everything was done to specs and answered all questions. He was here twice to insure a properly completed job.

The cleanup at completion was quite satisfactory and the gentleman who came on Tuesday to pick up the left over supplies was also very pleasant. He again asked if everything was satisfactory and if there was anything we needed him to do before he left.

Last, but far from least, was the helpfulness and caring of Cheryl Williamson. She answered all of our questions, always returned our telephone calls quickly, and if she did not have an answer, she got one for us. She coordinated and rearranged schedules to meet our needs. Her help and dedication to her job was greatly appreciated.

In conclusion, we are quite pleased with the quality and craftsmanship of your work and the professionalism of your employees. We are glad we chose P. J. Fitzpatrick to do the job. Today our handyman/carpenter was here and he even commented on what an exceptional job you did. Thank you!

Yours truly,


Harry C. Bradley