



March 16, 2010

Randy Kerr  
President  
Digital Future Voice and Data  
1797 Queen Street East, Suite 312  
Toronto, ON M4L 3Y5

Dear Mr. Kerr,

I have recently started working at Bee-Clean Building Maintenance as the Director of Administration. During the past few months I have been updating our office systems and processes, some of which have included upgrading our phone system to add voicemail and various other things.

During this time I have had the pleasure of working with Rick Vukadinovich, one of your Service Representatives. I wanted to write you to let you know that I found the service to be professional and very friendly, outgoing and accommodating. My co-workers were also very impressed.

I want you to know that I have been in office administration for many years and dealt with numerous suppliers – you can imagine. Without question, one of my most favourable impressions of customer service has been with your company, particularly Rick – who is always available, knowledgeable and extremely dependable.

I want to thank you for helping me make the transition to this company an enjoyable experience and also to congratulate you on the excellent service you provide.

Please pass on my most sincere gratitude and appreciation to Rick also.

Yours very truly,

Susanne Gates  
Director – Administration,  
**Bee-Clean Building Maintenance.**