



HOTELS · RESORTS · SUITES

Dallas/Fort Worth Airport Marriott

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Coatings Applications & Waterproofing Company  
Mr. William F. Reed, President  
5125 North Second Street  
St. Louis, MO 63147

19 January 2007

Dear Bill,

Now that the roof and façade work is just about completed, I just want to take a moment to drop you a note of thanks. I don't mind telling you at the start of this job everyone at the hotel was a little nervous, me included. I personally had never done a combined, complete roof and façade job before, and the sheer size of it was enough to make anyone nervous.

However, basically from square one to the very end, we had no need to worry. CAW came and did the work and moved on as if they were doing a weekend porch-painting. They took something which was very complicated and dangerous and made it look easy (at least to everyone at the hotel). I think the thing that most impressed us about working with Kerry, Paul, Darryl and your entire crew was how enjoyable they were to work with. They all had a wonderful can-do attitude and obviously took great pride in delivering both a great roof and façade to Highland Hospitality. When you are around a team for that many months, all their flaws are going to show. I can honestly say, Bill, your team here was fairly flawless. They worked within the demands and constraints we gave them, and never missed a beat. That includes everyone from supervisor to helper, and I would greatly appreciate it if you would pass on our thanks to everyone possible.

I know if every contractor I worked with was as professional and pleasant to work with as your team, my job would certainly be a lot easier. Thanks again, Bill, for every thing you and your people have done here. We really, really appreciate all of it.

Sincerely,

Lee Snyder  
Director of Engineering  
DFW Airport Marriott