

**Bruce Langford**  
**2358 Riverside Avenue, #506**  
**Jacksonville, Florida 32204**

6/10/14

Mr. Terry Dalton  
Dalton Construction Company  
325 W Main St  
Franklin, NC 28734

RE: Our New Mountain Home

Dear Terry,

As the owner of a State Farm Agency for 36 years, I discovered that customer satisfaction did not happen by accident, but rather by deliberate and consistent efforts. I believe the challenge of pleasing your customer is even more difficult for a building contractor because you must rely on a diverse mix of independent tradesmen to deliver the promises you make to your clients.

Now that construction in Glennbrooke is nearing completion, I thought it appropriate to take a moment to express to you and Wendy how pleased Kathleen and I are with our new home. As you know, this is the 3<sup>rd</sup> building project Dalton Construction has done for us over the past 10 years. And once again, you have exceeded our expectations on many levels.

A few examples of what I mean:

- The floor plan that you developed for us (after carefully listening to what we wanted) meets our needs perfectly.
- The fit and finish of the construction reflects pride of workmanship. Quality tends to be rare in the Construction Industry today and is noticed when seen.
- The suggestions you and Wendy made regarding color combinations and architectural accents contributed significantly to the final "look and feel" of the house.
- Your preparation of the building site to better situate the house within the surrounding environment complimented the final outcome of the project.

Thank you for helping to make the time we share in the mountains with our family and friends a wonderful experience for many years to come.

Very truly yours,

