



August 31, 2010  
Erica Caserta  
Sales & Marketing Manager  
Showcase Kitchens, LLC  
259 Albany Turnpike  
Canton, CT 06019

Dear Erica,

We want you to know just how much we love our new kitchen (and hall and bathrooms).

Almost all the stories we heard from friends who had done kitchen remodeling were horror stories. Even though people were pleased with their new kitchens, the process itself had been stressful: mistakes in measurement, some shoddy workmanship, and – very often – deadlines that were missed by months. So we began this endeavor with some trepidation. We're so pleased that our experience, in addition to the outcome, was so positive. Things that we particularly appreciated:

- Your help in making decisions. You listened to what we wanted, you knew the options, and you narrowed down the options so that we could choose something that would work for us.
- The clarity about costs. You were sensitive to our budget; you knew what things cost; and you never offered up options that were wildly outside of what we were looking for.
- Quality of the sub-contractors. All the folks you brought into the work were competent, courteous, and almost always exactly on time (and when they were not going to arrive on time, they contacted us in advance).
- Your management of the overall process. We were reassured by having the schedule for all the overlapping events. And we loved that things unfolded as anticipated. We always felt that you knew what was happening and that you were working behind the scenes to keep things on track.
- The advice – on color, on style, on materials – that was consistent with our overall vision, but that vastly improved the quality of decisions that we would have made in your absence.

Even though we were not a big project, we always felt that you were paying attention to us. We really enjoyed working with you.

Sincerely yours,

Darcy and Dick