

JOHN F. DECKER
407 PARKHILL DRIVE
BILLINGS, MONTANA 59101

H 406-245-8367
W 406-252-2878

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Jeremy Freyenhagen
Freyenhagen Construction
2524 Roth
Billings, MT 59102

Dear Jeremy:

I wanted to let you know that all of us here are certainly enjoying our new addition. It's pretty hard leaving the house now that we have the extra room that we've been wanting for so long! I also wanted to let you know how pleased we are with the job that you and your crew did . . . your workmanship and your management of the job was great. I was very pleased with your professionalism and your courtesy in your dealings with Claudia and myself. As with any job there are challenges that come up during the construction process. Looking back on our job, however, nothing comes to mind that got out of hand, mostly due to the fact that you took care of things quickly and efficiently. I also appreciated and enjoyed our walk-throughs that we did on a regular basis - that kept me posted on what was going on and it also gave me the opportunity to register concerns and get them cleared up. Your willingness to listen carefully to what I was saying made a big difference in our working relationship - it actually made it fun!

As the job progressed you and your crew really came to understand Claudia's and my needs and that made a big difference in the end result. You seemed to know ahead of time whether or not we'd like something or not before we looked at it, and in one particular case waited for us to get home from a trip to tell us we wouldn't like something we had wanted done. That delay and subsequent change made a huge difference in the outcome of the job and really improved the look and flow of our home. Thank you again for that.

Perhaps the one thing that meant the most to me through this whole process was simply the fact that not once did you throw me any bad body language, sighs, etc. when changes were necessary for whatever reason. You understood our concerns, took care of them, and you always knew that we were the ones who would live with it for years to come, not you.

Jeremy, it was a pleasure doing business with you. Our remodel turned out better than we ever dreamed and the construction process that we went through was made bearable because of your efforts. Your crew was also great. In the future we'll do business again. Thanks for everything.

Sincerely,

