

22 Thetford Avenue
Braintree, Mass. 02184
June 3, 1989


N.E. Sun Control Inc.
Attn: President
25 Thurber Boulevard
Smithfield, R.I. 02917

Dear Sir:

On Friday I waited for a service call and was quite annoyed at the delay. However, the 2 men who arrived, somewhat late, were so polite, efficient, neat etc. that my irritation at being delayed abated rather quickly.

We are quick to complain, but slow to praise. These two men (don't know their names) are assets to your company. They should be commended for their work and diplomacy.

Sincerely,


Mrs. C. Bragg