

7142 Rook Street  
Houston, TX 77087

AIR OF HOUSTON  
Attention: Mr. David Bunch, Owner  
9577 FM 1960 West  
Houston, TX 77070

Dear Sir:

This is a letter of commendation on behalf of David Nordente. On July 17, 1998, it was necessary for a service technician to come to my home. Despite the lateness of the hour, he was not grumpy. He was courteous, polite, and patient. He immediately diagnosed my problem. Being a layman (without any knowledge) of the technology of air conditioning, I highly appreciated him explaining to me in simple terms what my problem was. He was superb! He is an asset to your company. It was a delight to have a technician with such skills and knowledge. He (David Nordente) made me feel relaxed and at ease. I certainly (due to the excessive heat that I had endured for several days) needed a technician that would put me at ease. He was great!

As a result, I will always be a customer of Air of Houston. David Nordente is a valued employee. I have utilized the services of numerous air conditioning companies in the past, but my experience with them has been negative. David Nordente was a positive.

Gratefully yours,

  
Patsy Jean Leftage