

**Kitchen Ergonomics
Unit E, Gateway 1000
Whittle Way, Arlington Business Park
Stevenage SG1 2FP**

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KE 965

Dear Andy

In these days when it is more common to write when there is a complaint, I should like to say a big 'thank you' to everyone at Kitchen Ergonomics. The standard of work carried out on my new kitchen is to my complete satisfaction.

Whenever I spoke with Chris he demonstrated what an excellent ambassador he is for Kitchen Ergonomics. My questions were answered in a professional manner and any advice was positive and extremely constructive. At the planning stage, I made several important requests which were all met, without compromise. Thank you. Chris always demonstrated an excellent 'customer first' attitude; a theme that is present throughout the company.

I must also mention Leigh; after the initial few days of the project I found him to be informative, exceptionally enthusiastic with a high level of technical competence. I had regular progress reports on project staffing and outside services: skip delivery/collection, plastering and laying of the floor plus numerous on-site visits. Without doubt, I would not hesitate to complain if I considered certain standards had not been achieved but I believe in this case Leigh deserves my gratitude.

Barry impressed with his reliability, one hundred percent time-keeping and professional attitude. Without exception, I found his commitment superb and at all times his work was completed to an extremely high standard. I believe if more people, in any level of society, had his qualities things would be in much better shape.

Whenever I had cause to visit the office there was always a friendly atmosphere and the team impressed with their politeness, enthusiasm and good-humour.

I should further be grateful if you could pass my sincere thanks to Matt, he is a really great guy, who was courteous and extremely competent.

On a final note, my personal thanks go to the team for making sure the job ran smoothly and for showing great consideration to our home.

It is always a pleasure to be associated with an organisation with an excellent 'customer first' policy and I wish you and your team every success for the future.

Thank you once again.



Annie Foster