



Quality Pools and Spas

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August 19th, 2015

Gonzalez Residence
1189 E Bay Dr.
Weston, FL. 33331

Dear Mr. and Mrs. Gonzalez,

On behalf of the entire staff of Essig Pools we would like to thank you for giving us the opportunity to work with you on your pool project. If we can be of help in the future, please call us! We're always available to discuss your needs. We take pride in our work and are constantly striving to maintain our high quality. Would you help us by taking a minute to answer the following questions? Your comments are valuable and will help us serve you better in the future. Thank you.

- Was the pool presentation by our sales representative thorough? [X] Yes [] No
Once the job began did you receive weekly calls with the rough schedule for the future week? [X] Yes [] No
From the front end coordinator (1st half) [X] Yes [] No
From the back end coordinator (2nd half) [X] Yes [] No
Were the terms of your contract fulfilled? [X] Yes [] No
Was construction completed within the time-span you were told? [X] Yes [] No
Were you pleased with the quality of our work? [X] Yes [] No
Was the jobsite generally left clean? [X] Yes [] No
Were we attentive to your needs after filling your pool? [X] Yes [] No
Were you properly instructed in the operation and maintenance of your pool and equipment? [X] Yes [] No
Would you consider us for future projects? [X] Yes [] No

Please take a few minutes to rate the following personnel you may have dealt with during the construction of your pool.

Table with 6 columns: Personnel Role, Excellent, Good, Fair, Poor, N/A. Rows include Receptionist, Lead Taker, Salesperson, Sales Manager, Front end Coordinator, Back end Coordinator, Field Supervisor, Excavation Crew, Form & Steel Crew, Shoot Crew (structure), Backfill Crew (Bobcat), Plumbing Crew, Coping & Tile Crew, Electrician, Paver Crew, Final Clean-Up & Prep, Pool Surface Crew, Start-up / Instructor, Other. Includes handwritten names: Frank, Amanda, Elaine, Larry.

General Comments: See attached.

May we use your name as a reference on future jobs? [X] Yes [] No

Signature [Handwritten Signature] Date 9/3/15 Phone [Redacted]

9/3/15

Dear Dan,

Before reading the rest of this comment you have to understand that we have been planning to build our pool for 13 years!, so we asked a number of people along the years and the most common name that came on top every time the subject was discussed was Essig.

When we finally decided to move ahead and build our dream pool we called Essig first, the whole experience was unique and different from the rest. Very courteous, knowledgeable people combined with built to last structure and plenty of features made the decision easy. It wasn't the cheapest of the options we saw, but was well worth it.

Frank, the Designer, took the time to meet us, get to know us, hear our dreams and ideas and then came up with a design that completely blew our mind. Our entire project covered more than the pool itself, we also built a Pergola and outdoor kitchen, so he combined the entire concept into a beautiful design.

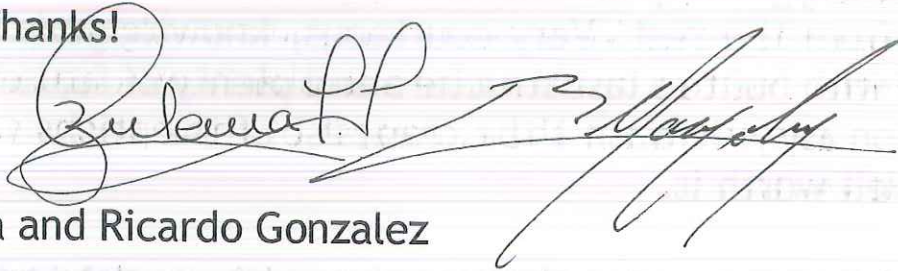
Once the project started, Armando, Larry and Yorleny took over. We were so pleased with the constant communication from everyone, updating us every step of the way what was being done and what was coming ahead. Even though we could obviously see the progress in our own backyard, but to get that call with the roadmap ahead and confirmation of progress by the project team helped ease some of the stress that comes with any construction job. We probably broke the record for daily calls and questions to them and they always kept their cool and went beyond the line of duty to address our points.

9/3/15

Every single crew we had in our project was amazing, they all knew their specific task and were masters at it. To name a few that come to mind: the Plumbing crew with Mr. Ricardo; the Coping and Tile crew with Mr. Osvaldo; the Paver crew with Mr. Victor; the Prep Crew with Cori; our Instructor Tim; etc....

Needless to say, we are grateful to your entire team for a job well done and look forward to building family memories using the pool you built for us.

Many Thanks!

Handwritten signatures of Zulema and Ricardo Gonzalez. The signature for Zulema is on the left, and the signature for Ricardo is on the right, written in a cursive style.

Zulema and Ricardo Gonzalez