

Hi Barry and Dario,

We didn't want to let the day pass without letting you know how pleased we are...again this year...with the service offered by Long Island Swim-Pool.

Every year at the opening and closing of our pool, we always comment to one another about the friendly, accommodating, courteous and competent service that is offered by your service crew.

We believe that this is a direct reflection of you, and what you expect of your employees. We KNOW that in speaking with you via telephone that you portray what a customer seeks in a service company; this being reliability, competence, good customer service and a friendly rapport.

This is always the case when we have spoken with you or met with you. But all of that being said and done, it would be worthless to you if your employees were NOT out in the field portraying themselves in the same manner.

Always know that ALL of our experiences with your service men have ALL been beyond positive. We know that their job is not always easy, working in all kinds of weather and accommodating each customers needs; but they truly do an outstanding job. Your should have pride in how they