



22 Nov 2010

Subject : Letter of Recommendation – Proline Roofing

To Whom It May Concern:

Please accept this letter as my personal and professional recommendation for Proline Roofing. Proline Roofing recently supplied and installed a torch-on roof at my Mount Newton McDonald's restaurant located in Saanichton, BC.

As a business owner, mitigating project costs is paramount; however, feeling confident a project will be completed on-time and to the agreed upon specifications is also critically important. Proline Roofing delivered on both of these issues.

Specific Areas of Interest :

- Pre-project Communication
 - Mauricio Reyes of Proline Roofing was the only representative of the 4 roofing companies that bid on this project, to take the time to walk the job site with me and to fully inform me of the exact scope of work.
 - All the other roofing companies simply provided quotes and did not follow-up.
- On-site Foreman
 - The pace of work and job quality was outstanding and I credit this to Proline Roofing's onsite foreman – Johnny. Johnny 'cracked the whip' on the work crew to ensure all project deadlines were met.
- Communication Throughout Project
 - Mauricio Reyes sent regular email updates regarding the project's status, timelines and weather delays.
 - This action allowed me to be fully aware of how the roofing project was going to affect my customers and business.
- Project Execution and Pricing
 - Not only did Proline Roofing provide a superior product to the other competing bids (eg. 180 gram base sheet and 250 gram cap sheet), their bid was the most competitive.

Over-all Assessment :

Proline Roofing did not win this project based upon price alone. Their upfront professionalism and excellent communication provided me with the confidence that they would deliver upon their promise. As a result of their work on this project, I have recommended Proline Roofing to McDonald's Restaurants of Canada as a future service provider. Please feel free to contact me if you would like to view the work Proline Roofing completed at my Mount Newton McDonald's restaurant.

Regards,

Grant Reid
GSB Enterprises Limited - Director
McDonald's Restaurant - Owner/Operator