

3630 Syracuse Ave
San Diego CA 92122

18 July 2011

JCMS Landscaping
8280 Clairemont Mesa Blvd, Ste 107
San Diego CA 92111

Dear Sir,

I want to praise the team that recently worked two consecutive jobs on my side yard. The walls they built were just right - sinuous, with a delightfully organic feel - and since their completion, I have had a steady stream of neighbors and interested passers-by ask to come in and see the work done. All have been very impressed.

Your company was one of several recommended to me by RCP Block, and was the first I contacted because you had a local phone number.

Your representative, "**Billy**" came out very quickly to look at the site and give me a quote for the work I wanted done. I was hugely impressed that he took the time to explore the whole garden with me, and thus get a feel for my gardening style; and that he really listened, discussed, and 'had a feel' for the look I wanted. His recommendation that I use a certain color block was right on. His insightful comments proved that he understood and respected my concern for the well-being of the fauna and flora in my yard, and he won me over so completely that I didn't even bother getting quotes from any of the other recommended companies. Billy is the reason I chose to go with JCMS Landscaping. He is an excellent 'front man' for your company.

The hardworking team that came to work on the first job was similarly impressive: "**Mike**" was marvelous. He led his team well. Skilled and knowledgeable himself, he was friendly with his team, but always very obviously 'in charge', and focused. He managed to steer that difficult line between camaraderie and control that is the mark of a true leader.

"**Pedro**" and "**Hector**" too were really hardworking, conscientious and skilled workers, and always polite and helpful. Together with Mike, they all proved extremely patient with me, and good-naturedly tolerant of my 'hovering', and my anxiety that the walls take the line I sought. They all demonstrated a feel for the 'organic' curves I was after, and strove to ensure that the walls came out exactly as I had envisioned.

Such a magnificent job did they do and so pleasant were they to have around, that I decided to have a second tier of walls/steps done, and was delighted when my request for the same team (who had proven to have a real understanding of what I was after) was honored. The second job introduced me to another worker, "**Chepe**", who though fairly young and I gather relatively new to your company, impressed me with his quick

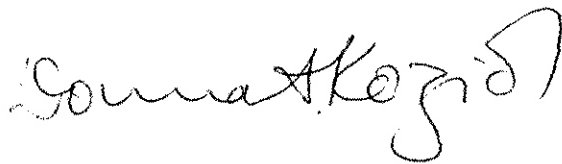
insightful understanding, and real feel for organic lines. He too was extremely respectful and polite, and a really good worker.

Even the delivery and clean-up crews were delightfully pleasant, energetic, helpful, and thorough.

I cannot express too strongly how impressed I was with this team. Because of them, I would – and have – highly recommended your company's work.

It has been a pleasure doing business with you. Thank you.

Yours sincerely,

A handwritten signature in cursive script that reads "Donna A. Koziol". The signature is written in black ink and is positioned above the printed name.

Donna A. Koziol