

P.O. Box 782759

Sandton 2146

October 19th, 2010

Dear Ray Martini;

RE: Paint Contract - 6 Middelvlei Hurlingham Manor

I want to take this opportunity to congratulate your company for a job well done.


Rock's quote was by no means the lowest but I think we got a sense from the beginning that your company had a high level of professionalism. My husband and I didn't meet you when you first came to take measurements. But he got a sense just by talking to you on the phone that you were a warm and professional company. I'm glad we trusted our instincts and made Rock our service provider of choice, and you definitely didn't disappoint.

Jason and his team were very professional. They actually started to feel like part of our family. Even my kids looked forward to seeing them promptly every morning. These guys have such an excellent work ethic. They are diligent, committed and energetic and one is left with a feeling that nothing is too much to ask from them.

I was equally impressed by Jason's overall management style. He treats the guys with such respect. He is firm and makes sure that everything gets done even if it was not part of the original spec. I strongly believe that how management treats its people is a reflection of the company they work for.

We unfortunately lost our long serving domestic worker during this time and that came with its challenges as there was not always someone at home. But again I found myself letting my guard down and felt comfortable enough to leave the guys in our home. Terence and I went on holiday and asked a family friend to look after our home whiles we were away. She too had just good things to say about Jayson and his team. She definitely will not be looking anywhere else when she's ready for a "house makeover". We will definitely be spreading good news about your company. You have earned it!

I'm just disappointed that we were not here to personally thank Jason and his team for the excellent service. As you can tell my focus is more on the service. That for me ranks far higher than the product. If the service was bad that's what I would remember not how nicely the company painted.

Please pass our warmest gratitude and regards to Jason and the entire team that did work at our house. Five  gold stars to them!

Kind regards

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