

-----Original Message-----

From: Sean Christopher
Sent: Wednesday, June 25, 2008 2:44 PM
To: art@rectenwald.com
Cc: Lou Anselmi; Joseph Garcia; Chris Pond
Subject: FW: Banana Republic Remodel

Art,

Please see the message below from the store manager at the most recent zero punch project you completed in MD. Our operations folks are very impressed. Continue the good work!

Sean Christopher
Senior Project Manager
South Atlantic Region

From: Jolind Vishio
Sent: Wednesday, June 25, 2008 2:40 PM
To: jcastellano@rectenwald.com
Cc: Wade Rogers; Sean Christopher; John Hotz
Subject: Banana Republic Remodel

Dear John,

I wanted to take this opportunity to thank you and your company for providing us with such great service during our remodel.

As you know, Rinaldo Verrico was the Project Superintendent on the job and I can't begin to say enough about him and his involvement. He knew how hesitant I was from the beginning and did everything to make it a smooth and professional transition. There was never a time when I felt "silly" for asking a question.

He often waited for me to come in in the morning so he could go over the previous night's work with me and to be sure I understood the entire process. He went well above and beyond. I had the pleasure of doing one of the overnights with him and his crew (Mark and Angelo). While we worked hard, we had a ball and it made the night go very quickly. It never mattered to Rinaldo what I asked to be done, it was always taken care of.

My main overnight liason was female and she was treated with the utmost respect by Rianldo, Angelo and Mark. There was never a question. They were truly professional.

So, once again, thank you for making my building beautiful (!!) and making it such an easy process. I look forward to working with all of you again. You never know.

Sincerely,

Jolinda Vishio - General Manager - Banana Republic - White Flint - 8546 - 301-881-9365