

January 31, 2011

Hill Realty

Dear Jeff,

Today we closed our transaction. As you know, this transaction was a very challenging one and involved a lot of personal feelings.

However, you were very determined from the start to complete this transaction and thanks to your persistency and commitment to your customer, you accomplished this success.

You never gave up on this listing and the difficulties that it carried along with it. You offered your continuous support and provided excellent customer service.

It is noticeable your knowledge and skills in the realty, marketing and customer service arenas. Your commitment to succeed and high values reflect on the results you deliver for your clients.

My husband and I, both professionals, are very demanding customers and we usually have high expectations. However, we have not one single complaint or area where you may have fallen short. All communications were accurate, professional and timely. You provided your advice and support all throughout the transaction. You were always on top of things and you went beyond your duty for us.

Words may fall short when describing your excellent service, commitment to your client and our gratitude. You will always be highly regarded in my family for your high values, hard work and optimal results.

After working with you, I doubt I could work with any other realtor, and we will certainly be in touch for our next transaction. We will be delighted to work you again.

Please do not hesitate in providing this letter or my contact information to prospective clients.

Sincerely,

A.K.