

March 5, 2011

George Keul
Cameo Kitchens
7297 Lee Hwy # M
Falls Church, VA 22042-1707

RE: Kitchen Renovation

Dear George, Cameo Kitchens Staff and Crew,

Avril and I have been meaning for a long time to send you a note to let you know how grateful we were for all the wonderful work you did on our kitchen renovation!

When contractors complete work on one's home and pack up and leave, typically the feeling experienced by the homeowners is relief. But everyone in the Cameo Kitchen family was so pleasant, caring, warm, polite and professional, that a few days after their departure, we actually started to miss them!

From the moment you first came to our home, we realized that we were not dealing with a typical contractor. You listened intently to our needs, and then drew up plans without even asking for a deposit. We knew you had spent many hours thinking hard about our particular situation and coming up with multiple design options before asking us to open our checkbooks. This made an impact on us, and was a sharp departure from the other contractors we had spoken with. In the end, we would go through multiple iterations of the design, eventually coming back to one you had recommended early on, but that you had not pushed too hard for. Ironically, the final design actually saved us money as it eschewed some built-ins that we really didn't have room for, as you had sagely advised from the beginning.

We were also impressed that your quotes were down to the penny, with no allowances for unexpected issues that may crop up down the line. You told us, "if we find something we didn't plan for, that's really on us." Again, this was very different from what other contractors had told us. Their quotes came with "allowances" that would have added thousands to the final price.

Your entire staff was incredibly capable and professional throughout the renovation process, with a pride of workmanship and an attention to detail that went above and beyond the typical contractor.

But it was when an issue went awry that you really earned our respect. The flooring contractor put in the wrong colored floor, and it had to be sawed up, pulled out and replaced with new wood that was the correct color. Even though it was not your responsibility, you "owned" the problem as if it were, altering your schedule to accommodate the additional time required by the flooring contractor to remediate the issue.

The final product speaks for itself. There is not one centimeter of our new kitchen that doesn't exceed our expectations. The quality of the materials and the labor harkens back to an earlier time when craftsmen took pride in their work. Even nearly a year after the work started, you have continued to support us on small things like electrical issues, replacements of cabinet pulls and re-caulking, with your signature professionalism and warmth.

We only have one criticism: We wish you did more than just kitchens! We miss you!

Feel free to post these comments on your website and to give our name out as a reference.

We wish you and the Cameo family all the best!

Best regards,

Ted & Avril Donat