



HOOD COUNTY LIBRARY

December 02, 2009

Gomez Floor Covering, Inc.
1162 Security Dr.
Dallas, TX 75247

Dear Ms. Smith

I want to express my appreciation and the appreciation of my staff for the relatively "painless" carpet installation performed by your crew. From the very beginning of our carpet project, you and other Gomez staff have helped us understand your methods and procedures for the installation so there were no surprises. Your reassurance was invaluable to those of us who have never before been through a carpet installation for a building.

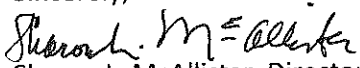
I especially appreciate your visit to my Purchasing Agent to help her understand your Buy Board relationship; thus, making our County requirements able to be completed with minimal effort. Once onsite, nothing was performed in a haphazard way, but carefully and with sensitivity about how it would impact the staff and how the job should be done to make it right.

As the Director, I was particularly impressed by the work ethic of your installers. They arrived at the expected time, took their lunch break and went right back to work, not leaving until the job was completed. It is very difficult to find a vendor with the degree of expertise and responsiveness your staff demonstrated while here and to find one with whom customer service is not merely a phrase, but a very attainable goal that you work hard to achieve.

Bette, I want to personally thank you for overseeing the work that was done at the Hood County Library. You demonstrated the best attitude towards us, your customer, and great motivational skills towards your team of workers. Thank you for everything you did to make this project successful for us.

I would wholeheartedly recommend Gomez Floor Covering, Inc., for any carpet installation and especially for carpet installations of Libraries.

Sincerely,


Sharon L. McAllister, Director
Hood County Library