

May 18, 2001

Mr. Claude Dwan
R. C. Griffin, Inc
Peabody, MA 01960

Re: RC Griffin Performance on Microsoft Projects

Dear Mr. Dwan:

On behalf of Microsoft, I'd like to personally thank you for the great work you and your company have done for Microsoft over the last 4 years. Please feel free to use this letter as a Letter of Recommendation to future clients. Some of the services you have excelled at are the following.

- Customer coordination: You've done a great job working with the end user in new and existing space. Working in occupied areas is always a challenge and you've managed to do this while still maintaining a great relationship with the end user.
- Design Build: Design Build has saved Microsoft large amounts of time and money in the design and construction process. Your team has done a great job initiating and sustaining this process.
- Project Deliver: The projects you have delivered for Microsoft have always been on time and under budget.
- Invoicing: You've done a great job formatting your invoices to match our accounting requirements.

I will definitely use you and your company on Microsoft projects in the future.

Please do not hesitate to contact me if you have questions.

Sincerely

Eric Staehle

Eric Staehle
Microsoft Construction Manager