



girl scouts of north east ohio

To Whom it may Concern

This letter serves as a recommendation for Metis Construction. I have had the pleasure of working with this company for the past five years on a variety of projects big and small, at various challenging locations. In total, these projects represent about \$12 million in expenditures for Girl Scouts of North East Ohio. This was a monumental master planning project for us, driven by our members and carried their high expectations of the transformation they envisioned for our camps, a mix of infrastructure and system improvements. Metis delivered on this challenge, from water systems and fire suppression to modern cabins and a program center that has been called the most beautiful and innovative in the country by the national CEO of Girl Scouts.

It is not enough though, to work with an organization of skilled staff, I think it is even more important to work with a company with exemplary customer service. There will always be issues with construction, that's inevitable. What is important is how issues get resolved and the care, communication and cheer imbedded in the resolution process. That is where Metis, I think, stands out among the rest. I once approached our site supervisor with a minor issue that I noticed but thought needed immediate attention as our grand opening was fast approaching. I started to say, "this is minor but" ... and was immediately interrupted with this response: "If it is important to you, it is important to me."

And in the end isn't that what we want? A company that can bring skill and knowledge to the table, backed up by a deep empathy for the goals, dreams and priorities of the client? Couple that with competitive pricing and vigilant follow through and you have the Metis experience.

I am always happy to discuss the work of this company, feel free to contact me at jchristyson@gsneo.org.

Regards,

Jane Christyson

CEO

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