

6513 Oleander Drive
Orlando, FL 32807
January 8, 2014

Way to go Ian!
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BROWNIE'S WASTEWATER SOLUTIONS
11372 United Way
Orlando, FL 32824

RE: Your Employee - **IAN MITCHELL**

TO WHOM IT MAY CONCERN!

Please accept this as a COMMENDATION for your employee, **IAN MITCHELL**.

When **IAN** and another worker appeared on Monday afternoon (1/6/2014) I was already very upset due to delays, etc regarding the installation of my new septic system. I was not in a very pleasant mood when **IAN** started explaining what needed to be done, since it seemed not to be what Ryan Neilan had explained to me initially when I signed the contract for the system on December 2, 2013.

IAN was very calming in his demeanor (as was the other worker), quickly putting me at ease and advising that they would return on Tuesday morning (1/7/2014) and get the work done.

As promised - even though the temperature was hovering around freezing and the wind blowing, **IAN** and the entire crew from BROWNIE'S arrived on Tuesday morning and began the task of installation. Throughout the day, any question I had, **IAN**, in his calming manner, answered and always explained to me what was happening.

At the end of the day, of course, the work was not completed due to the inspector having to "sign off" but **IAN** explained that the final work would be done on Wednesday (1/8/2014) - but that he would not be back (his part of work being done).

I just want to thank BROWNIE'S for hiring such a wonderful caring, calming professional employee as **IAN MITCHELL** and believe he is a true asset to your company.

Sincerely,



Mary Ann Andrews
6513 Oleander Drive - Orlando, FL 32807
Phone (407) 277-6151