



March 14th, 2011

Dear Mr. Neuman,

I want to start by stating how happy I am with one of your employees! That employee is Mr. Francisco Alvarez.

Mr. Alvarez started working here, at The James L. Knight Center, on or about January 2010. Since the first day, Mr. Alvarez showed up to work, he has conducted himself in a loyal, respectful and professional manner! Mr. Alvarez has represented both Kent Security (as an employee) and The James L. Knight Center (as our security guard) in an utmost qualified manner, and we appreciate him for that!

I know when you are in a service business clients do not hesitate to complain when something is going wrong, or when someone is not performing correctly. I, on the other hand, do not want to hesitate in complimenting someone when they are performing to the best of their abilities! Therefore, I want to tip my hat off to Mr. Alvarez for being a great, caring and unique employee and to Kent Security for having the "smarts" to hire him!

Once again, I thank you for Mr. Alvarez! We enjoy him here and look forward to doing business with Kent Security and Mr. Francisco Alvarez as our guard, for years to come!

Sincerely and warm regards,

A handwritten signature in blue ink that reads "Lorenzo Muniz".

Lorenzo Muniz

General Manager

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