



December 12, 2008

Mr. Michael Alexander
Branch Manager
Custom Coffee Plan
9844 Kitty Lane
Oakland, CA 94603

Dear Mike,

Please extend my thanks to your staff for the excellent service they provide to us. Every person I have come in contact with has been friendly and efficient and has taken the time to follow up no matter how small the issue.

It is rare these days to find excellent customer service but you have achieved it with your team.

Best wishes for a happy and safe Holiday season and a fabulous New Year!