

Mr. Mashake McConner Jr  
[REDACTED]  
Warner Robins, GA 31088  
August 10, 2012

Keller Williams  
3100 S. Durango #106  
Las Vegas, NV 89117

Dear Ms Kandi Doyle:

Although this may be an overlooked task, I feel that I must bring to your attention the outstanding customer service; I received from your representative, Mr. Jeff Howard (Sir Howard). Please take note to the title "Sir" I bestowed upon Mr. Howard which is often reserved for use only towards one of superior status, such as a commanding officer. Mr. Howard is that such individual who commands nothing less than the best for his clients.

I am, of course, very delighted to have had the pleasure of speaking with Mr. Howard on a regular basis throughout the entire real-estate process of selling my condominium. He approached every facet of the process with an enormous amount of zeal and enthusiasm. His professional and courteous attitude, expert knowledge, and patience in handling my specific issues were very important to my complete customer satisfaction.

I am a retired Air Force, Airport Manager and McCarran Airport Coordinator. This particular piece of real estate property had been a heavy burden for me to endure for several years. Mr. Howard ensured that every reasonable tool available would be used to relieve this burden. This is one less concern for me now and I am deeply appreciative of his assistance and support to this end. While I know that Keller & Williams is renowned for the customer service it provides, I feel like Mr. Howard treated my affairs with the utmost importance.

Sir. Howard handled my issues as if they were his own, and I am grateful and appreciative of his services. I am sure you will understand my position, and I hope that you will pass on my gratitude and thanks to him.

Sincerely,

Mashake McConner Jr.