



28 March 2011

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## **PROJECT FEEDBACK**

Dear Mr. Missner

I wanted to take a moment to provide some feedback regarding a recent project that your organization supported for Exel and our customer, Diageo, for a warehouse retrofit in Bolingbrook, Illinois. Your team, lead by Mr. Jess Knigge, was instrumental in:

- Being in daily contact with me regarding project status, key updates, issues, and resolutions. This showed Jess' commitment to communication and accountability.
- Flexibility in working around our schedules for meetings, installation work, and clean-up, demonstrating your team's ability to adopt and be cognizant of customer needs.
- Expertise in providing innovative solutions to meet our business needs. This highlighted your team's knowledge and experience in industry tools and customized applications.

In my 10 plus years of managing start-ups, I have only come across a few resources with the level of professionalism, expertise, accountability, and flexibility that Jess and your team demonstrated. We are very pleased with the quality of construction and the level of detail with which it was undertaken. Our experience with The Missner Group has been a positive one.

In our fast paced world, we sometimes do not stop to smell the roses, and I wanted to take a moment to do so. I hope that we will have the opportunity to work together again. Thank you for your service, commitment, expertise and quality workmanship.

Should you have any further questions regarding this matter, please do not hesitate to contact me.

Yours sincerely

**Bobby K. Banerjee**  
Project Manager

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