

## Letter of Compliment

To: Management of Ciseern,

We want you to know that we are very pleased with the quality of service your company provides. This quality service is exemplified by your employee Mr. Francis Tan whom has demonstrated professionalism during the entire course of our renovation process.

Our first encounter with Francis was at the Ciseern showroom which was one of the many renovation companies we visited. Before the visit, we had a vague idea but Francis took the time and effort to explain the renovation process and offered interesting ideas. This initial discussion took a whole of three hours and we feel confident enough to sign up with him at the end of the session.

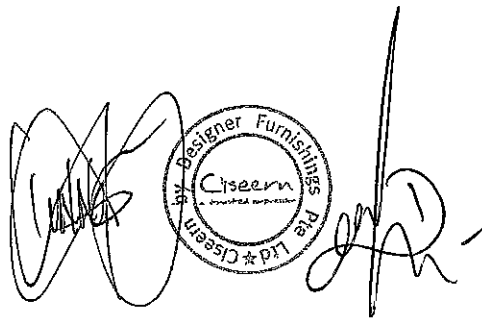

During the course of the renovation journey, Francis is ever responsive and prompt in the updates. Even before we got the keys to the unit, he was with us on-site for recce because we are curious of how the house will look like. Despite not having access to the actual unit because it was not actually completed, Francis has no qualms to arrange for the trip.

When we eventually got the keys, Francis immediately got down to work. From the flooring, to the lightings, to even the doors supplier which was engaged separately, were well taken care of. The coordination was well planned and everything went according to schedule.

Despite small hiccups that happened to the renovation process, Francis was able to react efficiently and offered remedies. For example, one of the contractors accidentally damaged a glass mosaic tile but did not inform us immediately. We feedback this to Francis who instantly took action to find out the situation and offered his apologies which was of no fault of his. Concurrently, the damaged tile was replaced and he was on-site to supervise this replacement himself.

Throughout the few weeks of conceptualization, preparations and down to the actual execution, we felt assured as Francis kept us up-to-date on the progress. We sincerely appreciate his responsiveness and the way he handle customers.

On this note, we will definitely recommend Ciseern and Francis to our relatives and friends.  
Thank you for the excellent service.

The image shows two handwritten signatures in black ink. Between the signatures is a circular stamp. The stamp contains the text "Designer Furnishings" at the top, "Ciseern" in the center, and "Pte Ltd" at the bottom. There is also a small star symbol and some smaller text within the stamp.

From: Weili & Ethel  
Anchorvale Isles  
July 2014