



August 26, 2002

Dear Mr. Zwingelberg,

I would like for you and your staff to know how much I appreciated all of the time and effort they contributed to my recent project, the Night of Stars gala package. The final printed product was something to be very proud of and it was due to each contributing person's dedication and expertise.

I would especially like to thank Tamara Rice Ehrman. My staff and I rely on her sound printing knowledge and advice, excellent customer service, honesty, and resourcefulness. We know that we can always count on her unfailing commitment to excellence and quality for each project. Tamara has long been a valuable resource for the Museum and its staff.

I would also like to recognize Jeff Tooker, Plant Manager; Jon Heffley, pressman; and Kim Althen, graphic designer, for their excellent customer service, confident attitudes, pride in their work, technical expertise, and time spent on the gala project. I thank each of them for a job well done.

I have been in this business for 30 years and I have never encountered a printing company that offers the quality of environment, personnel expertise, and service that I encountered on my last visit to your company. I was impressed. My hat's off to you all!
And you are the very best!

Sincerely,

Kay F. Herndon,
Visual Communications Manager