



Daily Park City News

813 College St.

P.O. Box 90012

Bowling Green, KY, 42102-9012

January 24, 2001

Dario Designs, Inc.
Mr. David Hogan, A.I.A. Vice-president
Framingham, MA

Dear David,

We're in the winding-down stage of our building project and I wanted to let you know how much I appreciate the patience and professionalism shown by you and everyone associated with Dario Designs.

Jennifer was always pleasant when she answered the phone and she and I had some nice chats when you weren't available. She made a good first impression and it only got better as time passed.

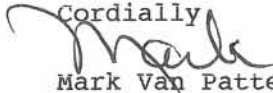
Jim M. was always willing to listen carefully to my sometimes confusing descriptions of events with which I needed assistance. He usually figured out what I was trying to say and never made me feel stupid.

Dave E. helped figure out some vexing problems in the early going. He helped me learn some of the jargon so I could communicate more effectively.

I've left out people - but not because they all weren't enjoyable with which to work. Everyone in your firm was very professional.

Last, but certainly not least, I enjoyed working with you. I enjoyed your sense of humor, your creativity, and your style. You helped us get a building with some flair - and still keep the stockholders happy with the budget. I second-guessed you a lot out of my ignorance and you never showed the slightest irritation. You also were very diligent about returning phone calls and emails. I know the Daily News had a small project, but you treated us right.

I hope our paths cross again when we need to expand our building.

Cordially

Mark Van Patten
General Manager

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