

Dave,

I just wanted to take the time to let you know how pleased I am with American Storage and their performance.

No matter how large or small the request is or how much advance notice you are given, your team always seems to perform with a high degree of satisfaction. We try to give you adequate notice ( 24 hours) whenever possible, but with today's market and ever changing schedules, there have been many occasions where your team has been asked to deliver within a couple hours and you have always managed to do so. This is greatly appreciated.

Additionally, the level of professionalism provided by your group speaks well for the entire organization. The drivers are always courteous and whenever damage occurs ( as it will from time to time) your notification is prompt and precise as to the cause be it yours or ours. This allows us adequate time to respond and is also appreciated.

Let me know your headcount within the next few days and I'll drop buy with some donuts as a token of our appreciation for your stellar efforts.

With greatest respect

Steve Gray  
Ranir Shipping & Receiving Manager