
Preparing People to Lead Extraordinary Lives

**LOYOLA
UNIVERSITY
CHICAGO**



October 24, 2008

Lucas and Margaret Pham
Elite Home Development
2787 Moorpark Ave.
San Jose, CA 95128

Dear Lucas and Margaret:

It is with great pleasure that we write this letter near the end of our building project with you. Building our home with both of you has been one of the best experiences of our life. As you know, we've done a lot of construction and the outcome has never been so pleasing, and rarely such a sense of accomplishment.

We are very proud of our new home and the incredible job that you have done. As we walk through our new home, we often ask ourselves what we love most. Is it the gorgeous/unique kitchen? Is it the fabulous master suite; the warm and cozy great room with beautiful high ceilings and textured walls; the vintage wine room that you designed very specially for us? Or, is it how proud we will be to have our friends and family stay in any of the three guest rooms—each one better than the next?

We quickly realize that the quality of the home, the materials that you have used, and the unique and creative way you have improved the design of the home all speak vividly for themselves. Anyone can readily observe the masterful art of your work by taking a leisurely walk through our new home.

What cannot be conveyed, however, by merely walking through the home and observing the building, mortar, and design, is the immense integrity that you brought to this building process. You both have touched our lives in a way that is almost inexplicable. You are the type of people with whom all of us wish to work and live.

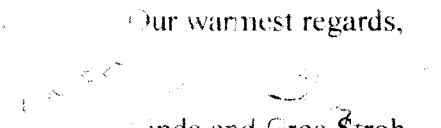
It was always abundantly clear that your main objective was to build a home that we would love. Any ideas we ever had, you improved upon exponentially. While we have always had high expectations of quality and service, you exceeded those expectations at every turn in the building process.

We have fond memories of meeting your crew. We will forever remember their hard work, smiling faces, and a work ethic that goes unmatched. They were always gracious as we made our near daily walk through...there was never enough that they could do for us. Their hard work and commitment to a quality job speaks volumes about their relationship with both of you. It's a rare thing in today's world to find a crew as loyal as your work crew is to you, and, equally importantly, your loyalty and commitment to them. We enjoyed so much seeing the respectful way you treated your crew and your concern that you continue to find work for them. It is very obvious that they feel much more like family to you, than a work crew. Again, it is all so very impressive. Your work crew is a tribute to your organization!

So, as we come to a close of this project, again, we ask ourselves what we love best about our new home. And, we find the answer is easy. It's the fond memories we have of working with both of you, the kind, respectful way in which you have done business with us, and the growing friendship that has developed as a result of this project. You are both people of immense integrity that is a rarity in today's business world. It has truly been an honor to know you both.

We have been very lucky to have you in our lives. We wish you well in all of your new ventures, and we look forward to a long and healthy friendship with you both.

Our warmest regards,



Linda and Greg Stroh