

LETTER OF RECOMMENDATION

for: **Sand Court Experts**

by: Owners of Volleyball Virginia

Chesapeake, VA 23320

Tel.: 757-497-8282

September 20, 2015

To whom it may concern:

It is our pleasure to write this letter of recommendation on behalf of Sand Court Experts. Sand Court Experts was the installer for the installation of our two sand courts for our new indoor sand volleyball facility in the fall of 2015. We had no prior relationship with Sand Court Experts, who was recommended by the manufacturing company from which we purchase all of our equipment. The scope of the project involved securing sand barriers, hanging of perimeter netting system, installation of two volleyball court net systems, hanging of banners, and the placement of 360 tons of sand inside the facility. The project took 4 days and involved 2 workers.

While new construction is inherently stressful for almost any business owner, Sand Court Experts services as an installer were invaluable, and we are extremely pleased with the final result. Specifically, we would give Sand Court Experts top marks in the following areas:

1. Quality of work performed. The quality of work done was consistently top notch. Sand Court Experts used employees who were knowledgeable, skilled, and competent in their respective trades. They were conscientious about following project specifications, and their work product rarely needed improvement or revision.
2. Quality of work crews. Both workmen (also co-owners for the company) were professional, reliable, courteous, and respectful of the business owner's property and privacy. They had an old school work ethic (often 15-hour days), good work habits, strong safety orientation, and emphasized getting the job done right rather than doing it fast. Their pride in their work was evident. They tidied up at the end of each workday.
3. Project management and coordination. Sand Court Experts' prior experience working in sand volleyball court construction really paid off. They were knowledgeable about all aspects of our project, and was able to plan, coordinate and manage the activities of different contributing material companies effectively. They remained closely involved in overseeing the project from start to finish. Their excellent attention to detail, strong organizational skills and commitment to follow-through are assets which enabled them to juggle the extensive details involved in our project without missing a beat.
4. Integrity and professionalism. Throughout the project, we were impressed with Sand Court Experts' commitment to generating a top quality product, rather than maximizing their profit margin. When situations arose where extra work needed to be done (because of delays due to material delivery that were not apparent until work on the facility had commenced), Sand Court Experts either (if it was relatively minor) took care of it without charging me extra, or (if it was more extensive) involved us in an informed decision making process that culminated in a change order which was fair.
5. Effective communication. Sand Court Experts kept us closely informed of work crew schedules, delivery dates, and projected completion dates of different phases of our project. Their communication (whether by cell phone or email) was always clear, informative, and helpful. They were either available

by cell phone, or returned our phone call within 2-3 hours. We never had a single miscommunication throughout the planning stage and installation phases.

6. Flexibility and effectiveness in dealing with unexpected developments. When unforeseen problems surfaced (e.g., delays in material delivery), Sand Court Experts worked diligently with us to identify a solution that was acceptable. They utilized resources effectively (e.g., contacting additional trucking companies) and creatively (e.g., identifying a effective ways to hanging netting from the ceiling), and directed the work crew to make changes necessary for implementing the solution.

7. Responsiveness to business owner's needs and concerns. Sand Court Experts' commitment to business owner satisfaction was evident in their actions. On the few occasions when we brought a request or concern to their attention (e.g., when we wanted netting to be hung even though all of the sand hadn't been delivered), they listened attentively, and always took appropriate action that demonstrated responsiveness to our needs or concerns. When the sand delivery company fell behind of schedule, Sand Court Experts extended their schedule to remain onsite for an additional day.

8. Sensitivity to worksite appearance and neighbor relations. Our project required a large amount of sand to be dumped in the parking lot of our shared facility complex due to the sand in delivery method. Sand Court Experts worked diligently to keep the road way clear so that our project impacted the business of the other facility tenants as little as possible.

In closing, we are very pleased with the final product which Sand Court Experts was instrumental in delivering, and we are extremely impressed with their work as a sand volleyball court. In a world where shoddy workmanship and poor service are unfortunately all too common, Sand Court Experts is indeed a rare find. We would not hesitate to hire Sand Court Experts again, or to recommend them to similar business owners. I recommend Sand Court Experts to you most enthusiastically, and without any reservations. If you have any questions about our experience with Sand Court Experts, please feel free to call us at 757-497-8282.

Chris McGarity and Lauren Hedrick
Very satisfied business owners.