



August 24, 2011

To Whom It May Concern:

RE: Reference for Len McLean, McLean Construction Inc.

It gives me great pleasure to provide this reference letter for Len McLean. Len handled the placement and connections of a Olympic Kiosk that was repurposed for F & B service onto the grounds of the British Columbia Visitor Centre @ Osoyoos for the Ministry of Jobs, Tourism and Innovation. Throughout this project, he did an outstanding job of providing exemplary customer service while managing the project stages in an efficient, effective, timely and cost conscious manner.

The scope of this project became much bigger and more time consuming than expected initially and Len dealt with the extra work with aplomb and solid advice; taking it in stride and still making the completion a priority despite his busy schedule and other work commitments.

Len was exceptional to deal with and worked hard to ensure a productive, successful communicative relationship. He had an affinity for service quality and problem solving to create the best possible outcome when we considered how to deal with added difficulties. This was further complicated as being in different locations were unable to physically view the site or the Kiosk together, and other people in other locations were dealing with other aspects of the project, therefore he had to be very detailed and explanatory in his communications with us. We could rely on his judgement and understand his proposed solutions, which was very valuable in this circumstance.

I found him to be a consummate professional: attentive and responsive to our needs, informing us of challenges, options and outcomes, dedicated to the task at hand, and, most importantly, committed to providing service excellence.

This combination of solution driven customer service and project management makes him and extremely desirable contractor. I am confident any organization choosing Len McLean as their construction project or renovation provider will be more than satisfied with his performance.

Sincerely,

A handwritten signature in blue ink that reads "Beth Sangara". The signature is fluid and cursive.

Beth Sangara  
Manager, Merchandising and Distribution