

EXCELLENCE III

19 December, 2009

Mr. Alessandro Sartore
All Services Agency
Sanremo IM , Italy

Hello Alex ! I just wanted to take a moment after a busy Summer season to express my thanks to you and the entire staff at All Services for all the assistance we received these past few months. I can't think of anything that could have been done better !

We have worked together since you have started All Services and each year I see more improvement to all the services that you offer. Everyone we work with is honestly committed to doing their very best for us and it shows. We always have many ordinary requests that are handled effortlessly by your crew but it is the last minute, out of the ordinary requests we pose sometimes which really let them shine through.

I work with many representatives in many different areas and none can beat your personal attention to detail and your staff's willingness to exceed expectations. I truly feel that we receive the best level of service possible.

Please pass along my comments to everyone in the organization. From yourself right down to Lucy the super Jack Russell it is a pleasure working together every year. I look forward to seeing you all next Summer.

Best Regards To All ,


Capt. Ray Shore



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