



Precision Electronics, Inc.

November 11, 2011

RE: Excellent Customer Service- Billy Shelton

Dear Mr. Ingles:

I am the Office Administrator for Precision Electronics, Inc., and wanted to reach out to you about an excellent employee you have. It is my experience that most people come to work with the attitude of "what's the least I have to do to earn a paycheck?" That is simply not the case in Mr. Shelton's situation.

My job as Office Administrator is a hectic one. I do a multitude of tasks and ANY time I call I&M, I am treated as the most important person in your company and given prompt & excellent service. I have had over 21 years of customer service experience and have been a business owner myself. I know the importance of valuable people and how without them, a company could cease to exist.

In providing you this letter, please make note of how pleased we are to do business with I&M. How polite the lady is that answers the phones and again, how wonderful it is to work with Mr. Shelton.

Sincerely,

A handwritten signature in cursive script that reads "Lori Dallas Dixon".

Lori Dallas Dixon
Office Administrator
Precision Electronics, Inc.