

Bob,

Just wanted to send you a quick note to convey how much Laurie and I appreciate your attentiveness and engagement during the design aspect of our home remodel. You've been incredibly generous and available with your time and, as I think you can tell, we highly value your input. Though it includes an unanticipated next step of engineering drawings prior to quote, we understand the need to get you more specific drawings and we will get these to you as soon as possible.

On a related note, I feel that you effectively handled a potentially sensitive discussion today such that it was a smooth and collaborative process - so we were pleased with this morning's exchange as well. It is also apparent to Laurie and me that you are a real pro at what you do! We continue to be excited to work with you.

All the best,

Dan