



Collinsville Historical Museum

406 West Main Street • Collinsville, IL 62234 • 618-344-1834



January 10, 2007

Greg Korte, General Manager
Korte & Luitjohan
12569 US Rt. 40
Highland, IL 62249

Dear Mr. Korte:

I am writing to express my respect and great level of satisfaction with the professionalism displayed by your project manager, Del Scott, and foreman, Craig Riley, on our building project.

I have never been involved with a building project before, and it was a pleasant surprise to work with these two gentlemen on a daily basis. Both Del and Craig patiently answered all my questions, responded quickly to phone calls and emails, and never once let the stress of their busy schedules cause them to deal with me or any of the volunteers at the museum in a negative way.

As you know, customer satisfaction leads to word-of-mouth advertising. Del and Craig represent Korte & Luitjohan to the public in a very admirable way, and I appreciated their helpful attitude very much when I was dealing with my own busy schedule. Thanks.

Sincerely,

Cary S. Harvengt
Museum Manager

cc: Del Scott
Craig Riley