

**Joe Blackmon, President  
Myrtle Beach Granite/Marble  
Aka Grassie Granite  
6752 Highway 544  
Myrtle Beach, S.C. 29588**

**Jerry and Marie Richter  
Myrtle Beach, S.C.**

**February 22, 2010**

**Dear Joe,**

**Marie and I are extremely pleased with the new granite countertops and backsplash installed by your company, in fact, Marie can fully describe it with one word "Gorgeous".**

**The staff employed by Myrtle Beach Granite is top-notch. They are all very customer focused, very accommodating, courteous, responsive, and very knowledgeable and skilled in their particular function/craft that they perform within your organization. Their dedication to customer satisfaction made the purchase and installation of this product a stress free, very positive, and relaxing experience.**

**Brenda Thompson is very knowledgeable regarding the product and her interpersonal skills (sensitivity to the customer, listening to the customer) makes the customer comfortable that the product purchased will be enjoyed for many years in the future.**

**Snake did an excellent job in preparing the templates with the resulting installation proving to be perfect.**

**The team of Dirt (aka Clay), Detroit (aka Zack), and Scott removed the old countertops and installed the new granite countertops and backsplash. Dirt and Detroit are extremely skilled in their craft and take genuine personal pride in making sure that the quality of the finished product is EXACTLY what the customer ENVISIONED. They are very professional in their interaction with the customer, meticulous in their attention to detail (making sure the countertops are perfectly level, any seams are almost invisible, electrical outlet cutouts are perfect, the backsplash and countertops meshed together perfectly, and the condition of the kitchen when they finished..spotless). They leave a lasting impression regarding the quality of your product and the professionalism of your organization.**

**Marie and I will recommend your firm to any of our friends who may consider kitchen or bath renovations in the future.**

**Joe, it was a pleasure dealing with you and your staff. Today, the buzzword in business is service and focus on the customer and your company and yourself exemplify these traits in your everyday business.**

**Sincerely,**

*Jerry & Marie*

**PS...please share with your staff.**