

Dear Bobby & Esther,

Thank you very much for helping us set up our dream home. We are so happy with our lovely home now that it is more than just words that we could express. We decided to pen it down instead. Let me start by describing our journey with you.

Firstly, during the pre-contract stage, Bobby is so attentive to our needs. You give us a good quote. You help us conceptualize what we want, provide us with drawings and perspectives, never tired of revisions. You have done so much before the pre-contract but have never chased us to enter into a contract with you. You earned our trust.

After confirmation of contract, you planned out the renovation schedule well and brief us in detail. You highlight the pitfall, possible challenges and giving suggestions along the way. You make us feel that we are with the right person.

From the commencement of work, we relied on your expertise and professionalism. You guide us along the way. Your weekly meeting helps us monitor the progress and save us valuable time. Your timely and sharp advises prevent and solve many potentials challenges. Many times, you take care of the buying needs so that we could still spend family time on weekends instead of going around sourcing for necessary items on weekends. Confidently, you deliver the house on time.

More, you gave in to our numerous requests for changes even though it is our oversight. In the final stage of touching up, you ensure small little details are followed up. Many times, you initiated changes or improvement because you want to provide more and better quality to us.

In the whole process, you make us feel like a "valued and important" client although it is not a very big job to you. Your customer service deserved a "super star" rated. Esther is equally impressive with her friendliness and warmness.

We would not hesitate to recommend you to anyone who needs your services in future. Indeed, feel free to ask any of your potential clients to call us and check with us your reliability, anytime.

You are No. 1. Your professionalism quality of work and service is unmatched.

Thanks again and best wishes.

David & Julie
Nov 2007