

292/2, Thimbirigasyaya Road,
Colombo 05

04th April 2013

The Managing Director,
Sirocco Air Technologies.

Dear Sir,

INSTALLATION OF FOUR WIND TURBINE ROOF EXHAUST FANS
INVOICE NO—2012/13/132

Last week I arranged for the above installation at my residence in Thimbirigasyaya.

We, as Sri Lankans are very quick to criticize and apportion blame to others whilst at times, ignoring and taking for granted, when a job is done well.

In this context, I feel that I owe it to myself as an appreciative Sri Lankan, to inform you that the above job, from start to finish was handled with courtesy and extreme professionalism by your staff.

As a matter of fact, during the installation a big piece of the cut asbestos roof slipped from the grasp of one of your workmen and fell on to our dining area, leaving a big, gaping hole in the ceiling.

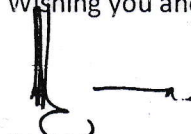
Though it was obviously an accident, I was annoyed and immediately contacted Mr.Ravi Alwis who has from the start co-ordinated the job for me.

Within the hour he was at my doorstep with a 4by 4 ft. cut piece of ceiling sheet which he not only got replaced but also painted with the same colour as the rest of the ceiling, so that I did not have anything to repair.

Then to my surprise, late that evening, Mr.Alwis gives me a call and apologises again for any inconvenience caused and enquires as to whether everything is ok and whether the job was to my satisfaction.

This kind of person is a credit to any organization and if the rest of your staff force too is of similar caliber, I am sure your company can only go from strength to strength.

Wishing you and the company the best,



(Upul Gunatunga)