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Cooper Disposal
2889 E. 37th Street
Cleveland, OH 44115

Re: Thank You

Mike,

This morning I showed up to my office at about 7:03am and saw one of your trucks parked in my lot to change out our container. Over the past couple years your company has provided containers for numerous of our jobsites all over the area, including projects at our own home office.

In our industry it's not always common to have repeated quality service, especially with drivers. I wanted to personally reach out and complement your team. Danny, who was the driver today, worked to overcome several obstacles that we unfortunately put in his way. Typically, this would lead to complaints and possibly the driver leaving. Not only did he get the job done, but his attitude was fantastic. His outstanding attitude made a real positive start to my day.

In addition to my positive experience with Danny this morning, one of my Superintendents was also on site. He stated that almost every driver he has ever had on his site from Cooper, as well as the staff in your office who he talks with to schedule, all have great attitudes and stand out in the industry.

Thanks to Danny's outstanding attitude and service, I wanted to make sure you and your team received the credit you deserve. We will continue to use Cooper wherever we have projects. Please thank Danny for me personally. It is team members like him that keep our clients coming back to work with us time and time again.

Thanks,

A handwritten signature in blue ink, appearing to read 'S. Moore', with a long horizontal line extending to the right.

Steve T. Moore, President