



CROSSWATER

August 9, 1996

Mr. Chuck Mazzola
ProShop Millwork & Design
336 SE Ninth Street
Bend, OR 97702

Dear Chuck:

Now that we are finally settled in our new golf shop and enjoying all of the features and conveniences which you built into its design, I want to take this opportunity to express my sincere appreciation for the fantastic job performed by ProShop Millwork & Design. You and your staff are to be complimented on a job that has far exceeded our expectations. ProShop created a golf shop that fits right in with Crosswater's rapidly growing reputation as a landmark championship course. The golf shop will undoubtedly become a focal point of the Crosswater clubhouse and we anticipate that it will greatly increase our merchandise sales.

Throughout the many months of planning, design and construction, the cooperation and excellent service provided by you and your staff made it possible for the construction of the golf shop to come in on time as well as under budget...and to do it without sacrificing any of the features that we wanted to include. The teamwork approach to the job by your firm during the several design phases...and changes...insured that all of our ideas were listened to and incorporated into the final product.

One of the features we have most appreciated is the great portability and flexibility of the free-standing floor fixtures. The ability to move fixtures around the shop to create seasonal and promotional displays has provided us with a myriad of merchandising options. Also, being able to use all of the accessories (shelves, arms, etc.) on both the wall and floor units allows our shop merchandiser to be creative yet cost effective. We appreciate this flexibility and look forward to any new accessories you design in the future as we know that we can put them to good use.

I also want to thank you for providing the services of your merchandising specialist, Johnea' Vavrinec during the initial setup of the shop. It was an unexpected bonus and her help and creativity proved to be invaluable. She created some truly eye-catching displays for us.

Sincerely,

Brad Myrick
Head Golf Professional, Crosswater

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