



Lowe Development Corporation

Resorts Division

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July 17, 1996

Chuck Mazzola
ProShop Millwork & Design
336 SE 9th St
Bend, OR 97702

Re: Crosswater Clubhouse Golf Pro Shop & Millwork Throughout Clubhouse

Dear Chuck:

Thank you for your hard work and attention to detail in completing the millwork at the Crosswater Clubhouse. The millwork and cabinetry completed in the Bar, Lounge, Clubroom, Concierge's, Restrooms and Golf Pro Shop has received numerous positive comments.

The General Contractor for the Clubhouse, R & H Construction, selected ProShop Millwork & Design to complete the non-golf millwork associated with the project based on a thorough review of references and competitive bids. Crosswater was originally hesitant to have ProShop Millwork & Design contract the millwork for the Golf Pro Shop since your firm did not have a background in doing Pro Shops. Now that the Clubhouse is completed I can highly recommend your firm in terms of quality, performance, cooperation and ability to cash flow and manage a job of this size. I have been especially impressed by your responsiveness and personal involvement in the project.

When there was a small adjustment problem with the waterfall arms in the Golf Pro Shop, you immediately responded, picked up the custom steel waterfall arms, had them re-machined and returned in less than two days. In addition, extra work was requested in connection with the lounge banquette which had to be modified and trimmed out on-site. This was also completed quickly and for a reasonable price at the high quality level established for Crosswater.

The attention to detail after the completion of the golf pro shop in terms of merchandising provided by your in-house marketing person, Johnea Vavrinec, assisted Crosswater to transition from construction to an operational facility.

Chuck, it has been a pleasure working with your company and I look forward to future opportunities to work with you. In addition, I would be happy to provide a recommendation to any owner or general contractor that would like to use your services in the future.

Thanks again for all of your help.

Sincerely,

Michael Davis
Director of Construction

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