

Mr. Tuck Tucker  
President  
Tucker Castleberry Printing  
3500 McCall Place  
Atlanta, GA 30340

December 1, 2011

Dear Mr. Tucker:

I am writing to praise your staff, who went above and beyond the call of duty to save the day for a relatively small client — France Media, Inc.

We had filed an order for the program books for our InterFace Multifamily conference on Tuesday, November 29, on November 23<sup>rd</sup> (the Wednesday before Thanksgiving), not realizing that we hadn't specified a delivery date or time. When we realized we didn't have our program books for the following morning on Monday afternoon, I called Tara Gilmore, our sales rep. Tara didn't miss a beat – she just promised me that the books would be there the next morning, and said she'd work all night and deliver them herself if she had to.

As promised, the books were there by 7:15 am the next morning. We were stunned and had prepared for the worst — all for nothing.

Your team saved the day. The program books represent a lot of exposure for our conference sponsors and without them our event would have been in trouble. We sincerely appreciate this effort by all on your team that made this happen. Please communicate our sincerest thanks.

We look forward to working with Tucker Castleberry again in the future.

Cardially,



Randall Shearin  
Senior Vice President  
Editorial & Operations

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