

**BENTHIEN**  
ASSOCIATES, INC.

Leadership and  
Management Consultants

Randall J. Benthien • Phone 603 497 3337  
Carolyn Benthien • Phone 603 497 4870  
Fax 603 497 3628  
1015 Shirley Avenue • Goffstown, NH 03045

Mr. Robert B. Coll, President  
Brookstone Builders, Inc.  
42 West Brook Street  
Manchester, N.H. 03101-1215

Dear Bob:

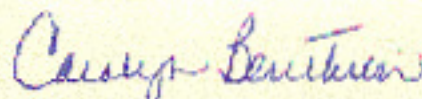
It is my pleasure to offer this letter as a reference for Brookstone Builders. As Chair of the Goffstown Library Trustees, I can assure you that the Trustees continue to be extremely proud of the renovated facility recently completed by your company.

From the initial bidding process through the completion of the project, you and your people worked with Trustees and staff in a positive, business-like manner. Your employees and sub-contractors were extremely professional, sometimes under the most difficult circumstances; you completed the project on time, and most important for a facility such as a Library, you completed it on budget.

We appreciated the willingness for frequent communications throughout your work with us; for the excellent on-site leadership of your people; for your many ideas and suggestions throughout the building work; and for your flexibility, when necessary.

I would not hesitate to encourage another Library to hire you and your firm. In this time when quality of workmanship is not always at its best, your company stands out as one dedicated to providing a quality product with integrity. It was a pleasure to do business with you.

Sincerely,



Carolyn Benthien, Chair  
Goffstown Library Trustees