



February 27, 2014

To GSF owners and managers,

I am a little late in writing this but I wanted to let you know about the FANTASTIC service I received from your Field Manager, Mykel Miller, and your Operations Manager, Becca Saitta.

I am with the Bainbridge Athletic Club and in 2010 we contracted with a company from Oregon, T&T Contractors, Inc. to install a 7,000 sqft wood gymnasium floor. (I was not responsible for the procurement of the contractors but I do know they came recommended from another club owner in Oregon.) We had volleyball sleeves installed in the floor and upon completion of the project, didn't have any real use for volleyball system until several months later. Upon using the system a few times, the sleeve footings started to fail. Dan Hunt, the owner and installer for T&T continued to come to BAC and "fix" the problem, which only lasted for a few weeks, if not sessions, of play.

The end result was that after 3 years of dealing with the problem, the floor around the sleeve footings was raised almost a full inch off the floor level. Dan Hunt insisted it was out problem and refused to ultimately fix it properly. That is when I took over and where Mykel came in.

It was actually the Action Floor Rep, Matt Lyman that recommended I call you guys for a quote (LOOOOONG story there). I talked to Becca at first and told her the story. She sent Mykel out within the week to take a look and within a few days I had a quote. We were in the process of trying to recover the money from T&T so it took several months before we actually set a date for demo and repair. During that time Mykel spent a great amount of time with me on the phone, via email, researching issues I didn't even ask him about. All to help us solve a problem he had nothing to do with creating.

He was SO helpful in giving us the information to decide the extent of the fix we could/should do now, based on our ability to close the gym and the cost of the repair, and communicated with me every step of the way once the project got started.

He took pictures of the demo , kept the sleeves and footings , and documented the problems with the original job so I could have what I needed in battle with T&T.

The bottom line is Mykel, Becca, and Marion were top notch professionals that delivered FANTASTIC service, on time, on budget, and exceeded our expectations at every corner. Mykel has continued to check on the working order of the new install and as a business owner myself, I can't tell you what a blessing it is to have an employee who cares and treats customers as he does.

We will be using GSF for all of our flooring needs in the future.

Thank you for your time and thank you for creating an environment where your employees are allowed to excel as they did here.

Sincerely,

Melissa House  
Bainbridge Athletic Club  
BACOps/Fitness Director/Owner