

11/30/16

Good morning,

My name is Gerardo Torres and I am the assistant maintenance manager here at Food for Life Baking Co. A couple of weeks ago I spent some time with John Rampacek while he was here starting-up some of our new rack ovens and I just wanted to say I truly appreciated his customer service.

Mr. Rampacek was very approachable and open to sharing his wealth of knowledge of the machines. It was very apparent that he prides himself in his job and that translates well into being very helpful to us in learning and understanding the product.

This was my 2nd-3rd time I was able to work with Mr. Rampacek and it has been a very resourceful and engaging experience.

Again, thank you John and I hope to work with you in the future. The rack ovens are up-and-running and running well!

Regards,

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Gerardo Torres

Assistant Maintenance Manager



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