



September 5, 2017

Mr. Keith Collins
Gemini Bakery Equipment
9990 Gantry Rd
Philadelphia, PA 19115-1002

Dear Keith,

The Bakery world "grapevine" told us that you will be celebrating 35 years at Gemini this Thursday. That is really an accomplishment! Especially for someone who has had to go on the road all the time and for the most part listen to crabby, crying customers. (Turano excluded of course). Going into plants that not only the customer was less than pleasant, but some of the plants had seen better days. I am sure you came back to many hotels with flour inside your shoes, a few flour beetles in your underwear and a pile of hairnets in your pockets.

I can only guess that in your rookie years on the road, you also had many situations where customers didn't quite agree with your decisions on the job, or felt that your magic Gemini wand did not fix their issues as fast as they expected. Then you would get that famous call from your office asking what was going on; that the customer called and was having some sort of hissy fit. Yep, I bet that happened more than once.

Either way, you worked through all those fun times and turned into a great Gemini tech, a dedicated employee, a truly professional representative of the Gemini organization. I personally have always requested for you to assist us with our problems, as well as Mickey. Some people didn't take to Mickey right away because he never smiled much. But they soon learned he was very, very good as well. Is he smiling today? Tell him we said hello.

Well Keith--- you broke the record. You get the first Turano letter. There is none on the wall of fame. Or if there is Mark made that up!

Congratulations on your accomplishment. Thank you sincerely for everything you have done for us. Thank you for always being a professional!!!

God Bless you in everything you do in your Future.

Respectfully,

A handwritten signature in black ink that reads "Frank Biernacki". The signature is written in a cursive, flowing style.

Frank Biernacki and all your friends at Turano