



July 14, 2008

Travis Long
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Dear Travis,

Thank you so much for the outstanding job on our sound system. It turned out better than anyone could have hoped. Overall, we continue to get direct, aside, and anecdotal comments in reference to the new system reflecting incredible satisfaction. When issues or problems are discussed among church members, they frequently reference the sound system as the standard by which other things should be measured (i.e. "We sure wish the other issues could be handled as well as the sound system was!")

More specifically, let me again share several key concepts:

- 1) Your attention to the needs of the congregation during your initial visits gave you an important understanding of our congregation, which you implemented into our system.
- 2) The fact that you attended an actual worship service to carefully analyze our current system did not go unnoticed by members of the congregation.
- 3) Your system recommendations, although providing some flexibility conceptually as well as peripherally, your recommendation was dead on and tailored to our unique needs.
- 4) The multiple speaker setup has achieved its purpose – giving everyone throughout the sanctuary the same sound distribution. Your individual settings on the speakers seem to be perfect.
- 5) Arranging the system for the choirs to be projected from the rear was a stroke of genius – it has really enhanced the worship environment and experience.
- 6) The overall service you provided and your availability to us was excellent.

Travis, your competence, knowledge, and customer service skills made the members of Messiah feel that you truly cared about them and their product delivery system. The sanctuary is a living, breathing organism and you treated it that way.

If there is ever anything I can do for you, do not hesitate to ask. If I can be a reference for other congregations, please let me know. Anyone we hear of that is looking for quality sound system certainly hears about Spectrum Sound and Travis Long.

Yours in Christ,

Neal A. Kaspar
Administrator/Principal