



OVERLAKE GOLF AND COUNTRY CLUB

March 12, 2012

To Whom It May Concern,

It is with great satisfaction, pride, and complete thankfulness with which I write this letter today in reference to Chuck Mazzola and his team at Pro Shop Millworks. In the two years in which my project went from a possibility to a finished product Chuck and his team were involved in helping me create a Pro Shop that would not only be elegant and classic, but they were also there to think outside the box and create something that is memorable and unforgettable when you think of a Pro Shop retail area.

I had the opportunity to meet with many of the top companies in the business and discuss my vision, my wants, and my ideas. After all of my various meetings, Chuck and his team took my ideas and ran with them. They began the measurements, penciled out some conceptual ideas for me to review, gave me some options to think about....all this before I had committed to them to do the project or spent one dollar on a deposit! My decision to have Pro Shop Millworks to do my shop was done for me the first day I met with them. It was clear they wanted to be a part of my project and the enthusiasm to share in my ideas made for a wonderful experience as the project moved forward.

Being in the customer service business and serving my members and their guests to the best of my ability, communication was probably the biggest and most important part that I truly appreciated in the 2 years we worked through this project. Throughout the whole process Chuck and his team ALWAYS were early with their commitments in regards to having drawings done, quotes worked up, phone calls to follow up or clarify, etc. I had many phone calls with Chuck and his team at 5:00 AM and then again at 7:00 PM and many times that was daily as I worked to get my arms around the scope of the project. Chuck walked me through many of the speed bumps that come with a big project and helped me avoid many of the mistakes that are often made when doing a full remodel and complete rebuild. He always seemed to be a step ahead of the game and that made for a great experience as well since there were never any surprises in the whole process. Speaking of surprises...when it was all said and done we managed to bring things in under budget as well. My board of directors and my membership was very happy to hear that part!

The proof is in the pudding. The quality, workmanship, and overall feel that my Pro Shop and our Country Club now experiences daily are truly something in which I could not have imagined. Feel free to contact me personally if you have any questions in regards to anything about Chuck Mazzola and his professional team.

Sincerely,

Mark Sursely

Head Golf Professional, PGA

Overlake Golf and Country Club

(425)-454-5031