



Monday, January 24, 2011

Mole-Master Services

27815 State Route 7

Marietta, OH 45750

Greetings Friends:

Just recently I had the pleasure of receiving one of your crews headed by Phil Proctor to assist our facility with a Corn Silo cleaning project. This silo had some pretty out of condition corn in the bottom of it and a flat bottom structure made it a little trickier to move the grain.

Phil and his crew arrived Friday and sat in our training class for orientation of outside contractors which covers all the necessary topics needed to familiarize any new contractor with our plant. After completion they set up their equipment and went work on cleaning.

The one thing that I really appreciate is the limited supervision your crews really need. All I need to do is spot check once in awhile or they can contact me if there is an issue. Otherwise they don't need too much supervision. They discover what needs to be done and then do it. That is a big help to me.

They left this morning to head back home for the holidays and I was able to open up the bottom entry hatch to get inside. We are making repairs to the sweep this afternoon and we got open the side door. This was the objective that I wanted to see happen for this project. I am very pleased with the results of their efforts; **Great Job Phil and Crew.**

As they may tell you, I am retiring after 38 years with ADM. During those years I have seen all kinds of outside contractors come and go. But, quite honestly, I can say I never had a better organization to do business with than yours. All the crews, management, and support personnel seemed to go out of their way to help me succeed when I requested their services. I do want to thank everyone for that kindness and blessing.

Have a meaningful thanksgiving this year one and all. As Christmas comes into our lives this year, seek out peace on earth and goodwill towards mankind; we all will be the better for it.

Humbly Grateful,

*Larry Vian*

Milling Specialist