



May 11, 2011

Ms. Caryn Maus
Managing Director
Marketing and Communication
Gruene Acres Web Design
301 Main Plaza #395
New Braunfels, TX 78130

Dear Ms. Maus

Re: Commendation- Caryn Maus

The purpose of this letter is to formally and publicly commend Caryn Maus for the excellent service she provided to Texas International Oilfield Tools Ltd throughout the ramp-up and launch of our new oil tool catalog and our online website. In my opinion, the level of service that Ms. Maus extended to our company was far beyond our expectations.

I have never before written a letter like this on an entirely unsolicited basis. However, in this case I was so impressed by the support and service provide by Ms. Maus and her small team of marketing and communications specialists that I felt compelled to go on record with my praise. These people truly deserve it. In an era where exceptional one-to-one customer service excellence has virtually disappeared from our industry, the work that Ms. Maus and her team did should be held up as an example for others to try to emulate.

What particularly impressed me about the level of service provided by Ms. Maus was that there were no additional financial rewards involved. It appears that it was simply the team's extraordinary commitment to excellence in customer service and support that motivated them to always go the extra mile. Their example even had a positive impact on the attitude and productivity of our own staff!

In closing, I believe that Caryn Maus and her team truly deserve to be congratulated and rewarded for providing customer service and support well beyond the expectations of our company.

Very sincerely,
Rex Shepperd
Rex Shepperd

President Texas INT.

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