

**Construction Manager/General Contractor**

January 13, 2006

Mr. Dale Holtorff  
Cutting Edge Glass  
4880 Colorado Blvd  
Denver CO 80216

RE: Southwest Airlines – Letter of Appreciation

Dear Mr. Holtorf:

If you were watching the news last week you are well aware that Southwest Airlines made their historic entrance to DIA with the first flights going in and out of Denver on January 3, 2006. In early November 2005 the upper management at DIA had recommended to Southwest Airlines that they hire FCI Constructors to help them open their new office space at the airport. We met with Southwest on the same day that Southwest first met the Architect for this project. It was then that we were informed the first 13 planes were already booked to hit the ground on January 3<sup>rd</sup>! With only a verbal scope of work coming out of this meeting and no time to bid the work, we were now faced with a humbling challenge to perform.

FCI knew we could not make this happen by ourselves, so we began to hand pick the best subcontractors who could work under these conditions. Your firm was selected because of your outstanding performance with FCI on other projects here at DIA. We were very impressed with the way you stepped up to the challenge before you even had the drawings. Your company's performance throughout the project played a huge part in the overall success of this project.

From the time of our first meeting with Southwest until they started flying on January 3<sup>rd</sup> was just a very short **42 working days!** And the best part is that the whole team worked together in planning the work such that nobody had to work over the 3 major holiday weekends (Thanksgiving, Christmas, and New Years) and we still made the completion date. In fact on January 2<sup>nd</sup> we heard from Southwest that they were basically sitting around waiting to open, not even any concerns. This was the smoothest, shortest and best move in Southwest has ever had across the whole country. Southwest Airlines is very happy with everybody's performance. Please take the time to commend each and every one of your employees on a tremendously successful project.

FCI would like to personally thank you and all of your staff for the hard work and extra effort your company put forth in making this project a success. We look forward to many future opportunities and challenges to successfully tackle with your firm.

Thank you again for the success,



Jeff Erker  
Project Manager