

June 1, 1998

To:
Cowtown Tours
5005 Brentwood Stair Rd.
Arlington, TX 76112

From Jack A. Wilson
8012 Ravenswood Rd.
Granbury, TX 76049

Attn: Management

Re: Bill Santangelo, Driver

I wish to take this means of complimenting the above reference bus driver on a job well done.

Bill was the driver of the bus on a recent tour that included visits to Lake Louise Canada, Yellow Stone National Park, Brice Canyon, The Grand Canyons, Salt Lake City, and various other points of interest in said part of the country. I was a guest on the tour that was sponsored by Acton United Methodist Church of Acton, Texas, and Cowtown Tours provided our transportation. The tour was very successful and I enjoyed it very much. I believe that I speak for all of the other tour guests on this trip too. And this brings me to the purpose of this letter:

I think that a lot of our pleasure on said tour can be directly attributed to Bill Santangelo, our driver. Bill is a capable driver and at no time on the entire trip did we guests feel threatened or ill at ease, nor did we otherwise have any emotional concern about our safety while on the bus. Bill is a very careful driver and his driving on this trip was exemplary in that it helped us to be relaxed and comfortable during the long rides encountered on the trip. As a matter of fact, I can not think of a single instance on the entire trip where there was a sudden or unexpected sharp application of the brakes, nor a sudden swerve or cut-in/cut-out traffic situation, nor any of the other traffic concerns that frequently mar the pleasures of a trip this long. He abode by the traffic code, and also showed

courtesy to fellow motorists on the highway. Bill seemed in control at all times. He was pleasant, courteous, helpful; he assisted us (the tour group) on and off the bus in a courteous manner at each stop; he assisted us with luggage and personal items, and was pleasantly at our service at all times. Further, he was prompt in getting the luggage out of the luggage compartment and lined up on the curb at final destinations each day. He was always prompt in having the bus at the designated locations at the designated time although most of the time he was there early, ready and waiting for us to board. Bill is very personable, and I must say, he fit in very well with our group. He participated in all of the tour events and, probably to an outsider, he probably appeared to be just another of the guests on the tour. He was easy-going and likable, but at no time was there any question as to his being in charge of the bus.

I could write many more nice things about Bill, but the main purpose of this letter was to let you know that we appreciated Bill, both his personable high qualities as well as his high professional qualities. I think that I speak for the entire group when I say that we would be pleased to have Bill as the driver on any land excursion at any time.

Please give Bill my personal regards,


Jack A. Wilson