

Cowtown Charters  
5504 Forest Hill Dr  
Fort Worth, TX 76119

25 February 2005

Ref: Rita Golightly  
Bus #111

SUBJECT: Letter of Appreciation

We want to take this opportunity to commend Rita Golightly for her performance as our Bus Driver on a recent tour we took with Diamond Tours beginning at 8:00 a.m., Sunday, January 30, 2005 and ending at 5:05 p.m., Saturday, February 5, 2005.

At 8:01 a.m., 30 January 2005, the Bus was at our pick-up point and we were loading. Once loaded, Rita introduced herself and said she was our driver for the tour.

During the next six days we visited Shreveport, LA, Bay St Louis, MS, a tour of New Orleans, including a Jazz Cruise on a Steamboat and dinner in New Orleans, and a visit to Lafayette, LA and the Acadian Village.

On all of these tours Rita maneuvered the Bus like a veteran, mostly in close quarters, restricted turning room and narrow streets. Never once did we have a problem. Her driving lefted nothing to be desired.

The Bus was always where it was supposed to be and at the time it was supposed to be there. The weather was bad (cold, rainy and fog) almost the whole time but it never affected Rita's driving, our safety or her disposition. She was always positive, cheerful, courteous and professional. She knew the best rest stops and the best places to eat.

I (Leo) drove a heavy vehicle for years and I can honestly say, Rita is as good a driver as you will find anywhere. She is the epitome of what you would want in an employee in your business.

Rita, if we ever go on another tour with Cowtown Charters, we hope you are our driver. We thank you for a safe and pleasant trip. We salute you.

We would respectfully request a copy of this letter be placed in Rita's Personnel File.

*Delores Thom*  
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*Leo R Thom*  
Leo R. Thom  
Sergeant Major, E9  
US Army Retired