



March 19, 2016

Dear Chris & Lori,

As you are ready to launch your new website for Skyline Sunrooms, I thought that I would send you and Lori a letter that would reflect what Skyline Sunrooms has meant to me and my company, Four Seasons Building Products.

I first met Chris in June 1977 when he was an installer for Pacesetter Building Company in Brea, CA. Pacesetter Building Company was the largest dealer that we had in the United States and was known for high quality home improvement products along with expert installations and outstanding service. I believe in looking back almost 40-years ago that this is where you first formulated your eventual business plan for your future company, Skyline Sunrooms. Working at Pacesetter showed you that hard work and dedication to giving the customer a great product at a fair price was the recipe for success in the home improvement industry.

In 1987, some 10-years after I first met you, Lori and yourself started Skyline Sunrooms in San Diego, CA. From Day-1, Skyline Sunrooms became an instant success. I believe that within the first two-years that you were in San Diego, Skyline Sunrooms was ranked among the Top-10 percent of our dealers nationwide! At that time we had over 3,000 dealers representing our product line throughout the United States. It was easy to see that the same basic business principles that you had learned earlier in your career were being implemented at Skyline Sunrooms.

Needless to say, as the years went on, Skyline Sunrooms would continually rank in the Top-100 dealers we had nationwide. At this time, we now had over 4,000 dealers in North America. Your dedication to providing your customers with the highest quality products, best installation practices and outstanding customer service is what has made Skyline Sunrooms the company that you are today. As you continued building your company, you have been able to add some outstanding personnel in the key positions of your company. I feel that Joe Schwalbe, Skyline Sunroom's Sales Manager is one of the top tier sales representatives that I have ever known in our industry. Under Joe's leadership, your sales team has always been able to provide your customers with the key product information they needed to make a good buying decision on their patio cover or sunroom.

It has been almost 40-years since we first met on our shipping dock in Cerritos, CA. A lot has changed over the years in our industry. One thing that has not changed in all these years is your ongoing commitment to the thousands of Skyline Sunroom customers. I sincerely hope that your customers realize that your company represents the best there is to offer from a home remodeling contractor. Total customer satisfaction is what Skyline Sunrooms is all about. This has been the major factor in attaining your impeccable reputation in our industry for all these years and hopefully many more years to come. Congratulations on a job well done!

Mike Bonasoro  
Western Region Sales Manger  
Four Seasons Building Products

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