

**COLONEL ROBERT W. FRENIERE, USAF (Ret)**  
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2 June 2007

Mr. Nick T  
@nickt@continentalpools.com  
Regional Manager – Continental Pools

Sir

I apologize for not having your full name, but made the mistake of only asking for your email. I am a retired Full Colonel and spent over 30 years in the United States Military and I know good people when I see them. I have had the pleasure of enjoying and now writing about three outstanding individuals who I've recently had the honor to meet and who work for you: Ms. Mariya Neumyvakina, my life-guard at Hampton-Hollow, her supervisor Mr. David Robinson and another continental life-guard who came to visit our pool, Vitalya.

These people you've selected to work for your company are simply outstanding individuals. They are courteous "to-a-fault," they are extremely professional. When the people are in the pool, that Mariya is watching like a "hawk," and I've just never seen such attentiveness in the observation of the swimmers. She is very kind, soft-spoken and makes an effort to make everyone feel comfortable in the pool, but is quick to correct children running or misbehaving – she's a pro!

David is an exceptional manager and very affable – he comes by often to check on his pools and has an obvious great rapport with the guards and makes warm conversation with folks around the pool as well. As for Vitalya, he has visited the pool a couple of times and I've had the pleasure to speak with him at length. He is a gentleman and eager to learn English. If his behavior in visiting our pool is any reflection of his abilities as guard at his other Continental pool, well then you've just simply got a super professional staff and I wanted to let you know.

It's like I learned being a commissioned officer all of those years, if we don't stop to speak and write to the chain-of-command of the outstanding folks we have, then we don't keep those "special" people: Mariya, David and Vitalya are those kind I like to write about.

Very Respectfully,

ROBERT W. FRENIERE, Colonel, USAF (Ret)

cc: Hampton-Hollow Leasing Front Office

P.S. I sent this by email, if you provide me an address I'll send in mail as well.