

January 31, 2008

Pawderosa Ranch  
923 Clydeville RD  
San Antonio, TX 78216

To Whom It May Concern:

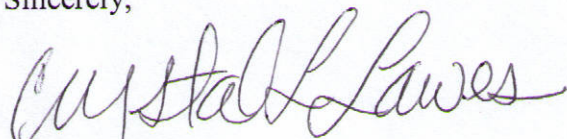
I would like to take this opportunity to compliment your facility on the excellent service I have received.

Over the past several months there have been several instances where I have had last minute schedule changes and Pawderosa has always been more than willing to take Jasper in for day care with little notice. Being a customer of yours has made being a first time dog owner with a busy schedule possible! It is wonderful not to feel guilty about leaving Jasper home and great to be able to relax at home after a long day because he is just as tired as I am!

I especially appreciate the individual attention Kim and Krista have given to me on my visits. They always take the time to talk to me about Jasper's behavior, his health and any concerns or questions I may have. The staff is very knowledgeable about canine health. I would have forgotten that Jasper was due for some of his shots had Krista not reminded me. I have been to other Dog day care facilities and even worked for a chain canine day care while in college. I believe the Pawderosa Ranch is far superior to any other place I have been.

Jasper is always excited to go to the Ranch. He drags me out of the car as soon as we pull into the driveway and his tail can't stop wagging. I have never seen him so excited to be anywhere else. I know he appreciates me taking him there. Thank you to everyone at Pawderosa for taking such good care of my little buddy!!!

Sincerely,

A handwritten signature in cursive script that reads "Crystal L. Lawes". The signature is written in dark ink and is positioned above the printed name.

Crystal L. Lawes