

June 26, 2001

To whom it may concern;

This letter is in recommendation of Ted Kingsley. As the manager here at the Walnut Creek store I enjoy working with Ted and would highly recommend him for any position requiring interaction with the public. Ted has worked for Restoration Hardware for 2 years. During his employment he has been part of our sales and customer service department. He consistently followed all company policies and procedures and was always ready to accept more responsibility. Ted took on several projects in our store that were not necessarily in his job description. For example, Restoration does inventory twice per year. Ted was involved in the preparation and execution of our last two inventories. These inventories were both above company standards. As a stock/receiving and customer service representative he helped close some of our larger furniture sales. These transactions typically require a lot of customer service both internal and external and very thorough follow through. Because of Ted's attention to detail and ability to follow through he has received several customer compliments.

As a manager in the retail industry I am always impressed with individuals when they perform at a level above standard. Ted continues to perform above standard and always encouraged his fellow associates to do better. Although Restoration is only a part time position for Ted he has always had an attitude I would expect from a career associate. I wish Ted the best for his future and welcome any further correspondence.

Sincerely,

A handwritten signature in black ink that reads "Robin Nations". The signature is written in a cursive, flowing style.

Robin Nations  
Store Manager