

February 2, 2009

Dear Bob,

Now that Mike and I have had time to live in our "new" kitchen, we just want to express our gratitude to you and your team for making such a warm and special space for us. It's changed everything! We really do love it.

I'm so thankful that you recommended that we work with Bonnie for the design elements of the project. As you know, I had worked with several designers before and always ended up a bit frustrated. I thought my Southern taste just couldn't become reality in Minnesota. Bonnie was different. She was able to listen to what I said as well as what I wasn't saying. She was perceptive and intuitive and seemed to read my mind and understand my vision for the space. In years past, I grudgingly paid for design work feeling like I was paying just to find out I didn't like the designer's ideas. When the bills from Ramsey-Engler began to arrive, I surprised myself by thinking "This is so worth it!" Mike was very supportive of investing in the design aspect. As an engineer, he knows the value and necessity of a good plan. It's so much easier to make changes on paper than with the real thing.

Our project seemed to be different than most because we weren't starting over. As I think you said, it was like doing plastic surgery. It was all about carefully adding details to enhance what was already there. And the mission was accomplished! I know I can't begin to appreciate all the technical aspects of what was done but what I do know is that it turned out to be more than I anticipated. And when there were glitches along the way, i.e. the granite mismatch, the ceiling texture, the too-heavy gel stain on the island, there was no 'drama', no debating, the problems were simply solved. I appreciated Chris's supervision of the project. He was always a step ahead of me. When those things turned up wrong, he'd say, "I don't think she's going to like it." He communicated that getting it right and having me happy with the outcome was the goal.

In a strange sort of way, the whole process was a personal journey for me. I felt heard, I gained confidence in my choices, and I saw that with the right help what I'd envisioned could become reality. The whole experience was positive for me. So whether I'm in my kitchen making a meal for my family or having friends over or just standing back and enjoying the warmth of the space, I feel at home there now. I don't know how to say it any better than, I love my kitchen!

Thanks, Bob, for taking such good care of us,

Candi, for all of us