



63 Main Street
Salem, NH 03079

603.912.5467

TuscanBrands.com

June 11, 2015

Dear Award Committee,

Please accept this letter as a formal recommendation for MSI Mechanical Systems Inc., for the 2015 ABC NH/VT Excellence in Construction Awards. Recently, MSI completed our Heating and Cooling scope of work on my newest Tuscan Kitchen restaurant in Burlington, Massachusetts.

The project was challenging from many aspects, and I knew I wanted MSI involved in the project from the get go. I have worked with MSI Mechanical on several small projects and felt their work ethic combined with their strong reputation in the industry exhibited the qualities I look for in a company.

MSI navigated several challenges associated with the footprint of the building. The restaurant occupies space in the lobby of a commercial building. While I knew this was a great location for foot traffic, I also knew there were going to be obstacles during construction. I shared these concerns with Jim Doherty from JMD Construction and Brian Hooper from MSI and they helped design a mechanical footprint that was able to alleviate any concerns that the landlord had.

The entire MSI team along with our key subcontractors, such as Rich and Mike Harlow from Sheetmetal Systems, worked exceptionally well with the landlord. I kept in close contact with Jim from JMD and he also confirmed that MSI was professional and was keeping to the project schedule.

As a restaurant owner, I have very specific needs for temperature-controlled environments. We offer an extensive wine list and it essential to keep them chilled at the proper temperature. Additionally, my vision included our wine room to be constructed of glass so our guests can experience it for themselves from the bar area. MSI delivered exactly what I requested. **This is one of my favorite design aspects of the restaurant.**

My overall impression with MSI is quite high. They are easy to work with. They deliver quality work, and they stand by it. Case in point: We had an issue arise after the construction was complete. While the issue was not related to the work provided by MSI, Brian Hooper and Jerry Redfern were both attentive and responsive and fixed the issues of my concern.

I hope you consider MSI as a recipient of a 2015 Excellence in Construction Award.

Thank you,

Joe Faro
Chief Food Taster
Tuscan Brands, LLC