

Calvary Baptist Church

206 E. Courtland Place
Bel Air, Maryland, 21014
410-838-6080

Rev. Ralph Green, Senior Pastor
Rev. Bob Brown, Assoc. Pastor
Rev. Ken Tipton, Transitional Minister of Music
Wally Yocum, Minister of Youth, Contemporary Worship Leader

Mr. John Nagel
C/O Nelson White Systems
8725-A Loch Raven Blvd.
Baltimore, MD 21286

December 15, 2009

Dear John,

I wanted to write a letter of appreciation for your work in helping our church walk through a much needed upgrade of our sound and video systems in our church sanctuary. Your attention to detail in helping us select components of a system that would meet our budget limitations and utilizing existing components we have that are still in great shape was a huge blessing. I've always said God should not have to pay for things twice and so I appreciate you did not try to sell us a new sound board.

I also appreciate the many survey trips, research, clearly spelled out proposal, pricing, professional design with concern for aesthetics; comprehensive presentation and above all your patience with our many layered process of approval from the church were so refreshing. It is evident you and your company are people of integrity who follow through on your commitments.

I was most impressed with your installation crews who worked here and how you strategically scheduled your work around our worship service times with a specified time line to insure we had minimal interruption and could function with sound and video systems even though the system was not fully complete. Your crews did a good job of keeping us informed, cleaning up after their work day, staying late for a Wednesday evening choir rehearsal, training our sound and video crews on a Saturday morning and even coming to our first worship service with the new equipment which happened to be our Christmas musical presentation was absolutely amazing. I was impressed that you personally devoted your effort to getting a new projector over-nighted to us when it was evident there was a failure with the original, troubleshooting and staying to ensure everything was working was also a wonderful blessing.

I've learned in my many years of business experience having managed a large company myself and now leading a church with a membership of nearly 700; that old adage of "you get what you pay for" really rings true. Our research showed your company offered us competitive pricing, but what we received in service from your team from start to finish on this project demonstrates the value of your expertise and that our significant investment was worth every penny. Feel free to use our church as a reference and we trust the Lord will prosper your future endeavors. Churches can have great confidence they are being wise stewards of God's resources by selecting you and your team for their audio visual work.

Blessings in Christ,



Pastor Ralph Green
Senior Pastor