**SALUTATION IN LETTER**

October 12, 20XX

To Whom It May Concern:

It is an honor to write a letter of reference in support of Shawn Rettig. We have engaged her interior design services extensively throughout the years since we first met her in 20XX. Shawnie not only altered the atmosphere of our large mountain home from imposing to inviting but helped us design a professional music studio from the ground up.

Before launching into the full-scale design projects that were to come, we engaged Shawnie’s services to re-decorate a small guest room at our home in Lake Arrowhead. From the very first design meeting, Shawnie set a professional, yet congenial tone that would characterize the future of our business relationship.

In assessing our design needs, aesthetic preferences, and budget constraints, she listened thoughtfully and thoroughly. With astonishing speed, only a few days, she returned to us with a detailed design proposal that incorporated -- even exceeded --all our requests yet respected our budget. The plan was laid out superbly, but with special attention to clear pricing of all items and all labor. Once we agreed to the plan, the project took off and was completed so quickly, we were -- in a word -- shocked.

In our many years on the mountain, we had never experienced such speedy, precise, reliable workmanship as the workmanship she was able to coax out of the subcontractors. To our delight, the guest room turned out to be beautiful, even better than we had hoped. But best of all, the project came in right on budget, which in our experience, is rare indeed.

With the proof we needed right before our eyes, we confidently hired Shawnie to move forward with the re-design of other rooms in our home. We consistently found her to be efficient. She was scrupulously clear about her design hours and provided detailed records. We had easy communication about all aspects of design and always felt that Shawnie deferred to our choices without any ego-clinging to her own stylistic suggestions. Her primary concern was always client satisfaction, and she excelled at flexible, innovative problem-solving.

Whenever possible, Shawnie found ways to integrate items we already owned into our design plan. In one instance, she pulled all the furniture out of two rooms, scoured the odds and ends we had in storage, re-organized the pile, purchased a few strategic pieces and accents, created some window treatments, and voila… we had two brand new, cohesively designed rooms. Upon seeing the transformed spaces for the first time, friends and family could not believe that the new design actually incorporated so many familiar, original items: the overall ambiance of the spaces felt dramatically improved, yet so few of the pieces were newly purchased. How could Shawnie have done so much with so little? And so fast?

The end result was always stunning and fresh, but always in keeping with our personal style and harmonizing with the overall design of the house. Shawnie has exquisite taste, yet she was always budget minded, shopping at auctions, clearance events, even garage sales. It was amazing what her eye could unearth in the most unpromising of places! Because she was careful about our budget, we were able to re-decorate more rooms than we had originally envisioned. We knew we had allocated our resources wisely in other areas, so when we chose to splurge every once in a while, on an item, it felt enjoyable rather than unduly burdensome.

In her years of design work on our behalf, Shawnie supervised many types of laborers: painters, carpenters, tile workers, handymen, electricians, plumbers, furniture fabricators, wall treatment installers, and many more. She even supervised craftspeople specializing in specialties we didn’t know existed. If our project had a need, Shawnie somehow found a way to fulfill it. Living on the mountain, it was not always easy to find reliable workers who knew how to do what needed to be done.

But somehow Shawnie always had the magic touch and would search persistently to find the right craftsperson. More than that, she always knew how to shepherd a subcontractor toward producing the exacting result needed for the job. If there was a glitch, Shawnie was there immediately to manage it. Her rapport with people is well noted. It is her interpersonal skills that put her in a class above other excellent designer.

After a string of successful design projects in our Lake Arrowhead home **(during which time we coined the word “Shawnie-size” to refer to the act of taking something so-so and making it fantastic),** we hired Shawnie to “Shawnie-size” a 3000 square foot professional studio workspace in Los Angeles. Again, Shawnie worked with what we already had, then added new elements to meet our specific desires and requirements. The project was a uniquely extraordinary showcase of Shawnie’s talents. It is a testament to her impressive organizational skills that she was able to pull off this unusually complicated job.

As long-time clients, we have great respect for Shawn Rettig’s design expertise, professional reliability, savvy taste, and can-do personality. We have had the pleasure of watching her succeed project after project. We look back in gratitude at our shared design adventures as time and money well spent. And we look forward to watching her fresh successes in the future.

Sincerely,

Jill and Mark Mancini

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