

St. Francis Catholic School Parent-Alumni Organization
P.O. Box 3566, Hagatna, Guam 96932

October 10, 2017

Dear Prospective New Client:

Reaction Co. has my whole-hearted endorsement and recommendation for any construction service they provide. They are a company who really lives up to their mission statement of commitment to provide **"customers with professional service, respect, and quality workmanship"**.

As the Chairperson for the Saint Francis Catholic School (SFCS) Parent Alumni Organization, a non-profit organization, I had the privilege of working with M80 and Reaction Co. on a project to repair and renovate the SFCS multipurpose facility, which is a butler building designed facility used as a gym, cafeteria, physical education, and group event/function area. The malfunction of the facility was the deteriorating roof and side panels resulting in several leaks and clerestory windows that could not open.

Of the three companies who provided a proposal for the facility repair and renovation, Reaction Co. (Randy Sager), with M80, were the most responsive in detail and follow up. Randy had a way of outlining his proposal in a clear and plain-language framework that any layperson can understand. In pre-contract meetings and after a preliminary assessment of the facility, Randy was able to talk through the project from start to finish, with an estimated timeline, and projected cost. During the implementation of the contract, Randy and his foreman kept us updated on the details of the ordering of materials, to describing what they were finding as they tore down old pieces, and explaining what they had to do to install new materials.

Randy constantly provided updates, especially on "unforeseen conditions" with recommendations to resolve the problem with no change orders so that the project stayed on track, short of bad weather. There were only two cases where the condition of corrosion were so severe that a call for a change order recommendation had to be done. Randy provided pictures and evidence of the problem as well as on-site review to let us see the problem first hand and how his recommendation will fix the situation in simple, non-complicated explanations.

As non-construction experts, there is always the thought of whether a contractor will take advantage of an unsuspecting client. But, with Randy and his team, those thoughts were quickly eliminated with their professionalism, open communication, courteousness, and transparency throughout the project.

There are three most noteworthy areas I would like to highlight:

1. Randy and his team always made the time to explain and show what they were doing and how the project was moving along whenever we visited the site, both announced and unannounced. This gave a very confident and comfortable feeling that things are going right.
2. Randy and his team always put focus on the safety of the children and those around the area as well as how to increase the quality of workmanship to strengthen or improve areas rather than trying to cover up something that could easily be done. This instilled trust and confidence in the safe-guard of people and property, and the quality of work they do as it was easy to see what they had done as they explained and showed it.
3. Randy and his team did additional voluntary work that they really did not have to do, like clearing dense foliage along school property/easement areas and improving an overhang structure where students get dropped off for school so that they do not get wet from the rain. This care for our community was greatly appreciated.

While the project was recently completed, Randy and his team made a commitment to follow up with any issues that may result from the repair and renovation work they had done. We are exceptionally happy with the open communication and quality of workmanship of Reaction Co. and highly recommend them for any project without reservation!

Please feel free to contact me should you have any questions at dsokada671@gmail.com or cell at 688-6627.

Sincerely,



David S. Okada, Chairperson
SFCS Parent-Alumni Organization