

October 12, 2011

Mr. Thomas Baine, Program Manager

Florida State College

Aviation Center of Excellence

13450 Lake Fretwell Street

Jacksonville, Fl 32221

Dear Mr. Baine,

I just wanted to take a minute to thank you for the sheet metal training our A&P mechanics received at Florida State College at Jacksonville. We really appreciated how you tailored the course to meet our specific needs. The instructor was very knowledgeable and went out of his way to ensure we were receiving the training we needed. Florida State College's ability to modify the training course based on the participant's skill level was very beneficial.

As a result of the training, our technicians produce a higher quality product with fewer reworks and less down time for the aircraft. The cost savings has been noticeable. The cost savings, quality of craftsmanship, and lower down time has been noticed by our customer. As you know a happy customer is a good customer.

In the future we will use Florida State College at Jacksonville for all our sheet metal training needs.

Best Regards,

John Langston
Director of Maintenance



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