



# JURYS

Boston Hotel

350 Stuart Street, Back Bay, Boston, MA 02116. USA

T (617) 266 7200 F (617) 266 7203

E [boston@jurysdoyle.com](mailto:boston@jurysdoyle.com) W [www.jurysdoyle.com](http://www.jurysdoyle.com)

Mr. Arthur J. Bourque  
Surveillance Specialties, Ltd.  
600 Research Drive  
Wilmington, MA 01887

October 15, 2004

Arthur,

It isn't very often I find myself compelled to write a letter such as this, but I wanted to take this opportunity to let you know how exceptionally happy I am with the recent project your team completed here at the new Jurys Boston Hotel.

As you know, I have been a customer of SURV for several years during tenures at other hotels, but never have I been so impressed by the quality of the work performed. But what has impressed me even more is the continued dedication and hard work of the people on your team. I am sure many different people were involved in the design and planning stages of our system, but I must take a moment to recognize a few of your people who are nothing short of remarkable.

**Michael Senecal**, our expert sales manager, and my point man. Michael is without a doubt one of your biggest assets when it comes to representing the total package SURV offers, and he embodies the principles and visions that you have created for your company. Michael is committed to excellence and complete customer satisfaction no matter what it takes.

**Jason McGeown**, who was part of the installation team, is a tremendous asset to your company. Jason is a quiet and reserved young man whose attention to detail and technical knowledge rivals that of many of your senior technicians. Not only is Jason exceptional at what he does, he is a great person to work with, always accommodating and always making sure that things were done to my complete satisfaction. He has a great personality and is a shining example of SURV once again raising the bar and setting the standards for others to follow.

**Stephen Drapeau** and **John Perkins** cannot escape my praise either. Both of these gentlemen also carry with them such a level of expertise in their own areas that they simply complimented every aspect of this project. Stephen, working closely with Michael made sure none of the finer details were missed and was available to consult with when needed. John, whose experience in installations is second to none, did a great job overseeing the overall installation of the camera system.

I also had the opportunity recently to host Michael here at a meeting of the International Lodging Safety and Security Association. Michael was able to talk about SURV and the project that was completed here. I was proud to expound upon his comments and had no problem letting those in attendance know that when it comes to SURV, there simply is no competition. I was able to showcase the system to many of my colleagues and they walked away as utterly impressed as I am.

A JURYS DOYLE HOTEL

