Student Name

Laufer Commercial Real Estate

3996 Pepperdine Avenue, Suite 10

St. Louis, MO 63105

Sam Kettering

Marshall-Hempstead Properties

4643 Jillian Drive

Columbia, MO 65201

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St. Louis, MO 63105

November 9, 2021

Sam Kettering

Marshall-Hempstead Properties

4643 Jillian Drive

Columbia, MO 65201

Dear Mr. Kettering:

Enclosed please find the extra office key for the apartment building you recently purchased at 362 Neuhauser Road. The previous owner found it when he was cleaning out his desk and asked me to send it to you.

It was a pleasure working with you. To improve our service, I would be grateful if you would review the following questions, and then email me your answers at kettering@laufer.cengage.com.

* *Did you find our staff helpful and well-informed?*
* *Were you satisfied with the service provided during your real estate transaction?*
* *Would you recommend Laufer Commercial Real Estate to others?*
* *Can you suggest any ways to improve our service?*

Sincerely,

Student Name  
Licensed Real Estate Agent

Enclosure