

MASSACHUSETTS INSTITUTE OF TECHNOLOGY

BIOLOGICAL ENGINEERING DIVISION

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Joe Annese
Annese Electrical Services
1119 Libbey Industrial Parkway
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Mr Annese,

It is my pleasure to bring to your attention the professional manner with which your employees Joe Pratono and his colleagues have carried out their work at MIT. I have had many opportunities to interact with them in the course of their renovations in building 26, which began that began near my laboratory. Joe and his crew are a pleasure to encounter each morning; friendly, neat, and thoughtful. I have spoken to others in the building and they agree it has been an unusually good contractor experience. I have been at MIT 31 years and your team is by far the best I have had the pleasure to work with. I am pleased that your company was chosen for this job. It has been a nearly painless renovation experience.

Most importantly, I would like to recognize one individual in particular, Joe Protano. He is a gem. He has consistently gone out of his way to make sure everything runs smoothly, and has accommodated my needs during this tumultuous time of renovation. He has been professional, listening to my requirements for quiet and cleanliness, and planning the work in our areas accordingly. He has been flexible when circumstances arise that require me to ask him to change his work plan. He is an excellent team leader, his team was always aware of my issues, and considerate working in my area. We have received exceptional service, thank you.

In closing, you are very fortunate to have such a wonderful employee as Joe Protano and his crew.

Our sincere thanks and appreciation,



Laura Trudel, Technical Associate

CC: Paul Murphy, Senior Project Manager, MIT

Joe Protano, Electrician, Annese Electrical Services