



Shepherd University Sports Information

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Chip Ransom • Director of Sports Information

October 28, 2009

Mr. Michael J. Cusack
O'Cusack Print Communications
P.O. Box 646
Clarksville, MD 21209

Dear Mike:

I just wanted to thank you and your staff for your excellent work on our 2009 Shepherd University Football Guide. You worked with a tight deadline and delivered an excellent product. I had numerous compliments on the quality of the cover.

You have a great sense of urgency and use proactive communication skills to make sure my needs are met. I look forward to working with you on future projects.

Lastly, you impressed me with your sell yourself to your alma mater. When you say you are going to do something, you back it up. O'Cusack Print Communications is the type of company I enjoy working with.

Thanks again for all your hard work and dedicated service!

Sincerely,

Chip Ransom
Shepherd University Sports Information Director