

From: Marian Brehm
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Concerning: Paul Adams -- Mass Productions
Audio/Visual Transfer and Restoration Services

During the last year, Paul has completed several projects for me involving the organization and transfer of my family's personal visual and audio materials onto CDs and DVDs. He did not ask me to write this letter, but I feel compelled to do so out of my appreciation and enthusiasm for his services.

I found out about Paul, from searching the Internet and the Yellow Pages. I was somewhat nervous about turning over family treasures to a perfect stranger, which I think is only natural. But I took that risk. And I have been richly rewarded. (At the moment, I think I'd trust him over most members of my family.)

Paul, in my judgment, has excellent technical knowledge and command when it pertains to the electronic equipment he uses. There is no guess work; he knows exactly how to approach and organize the job given to him, and how to present the finished product in an appealing format. That's something that surprised me; Paul's artistic ability, i.e., designing the cover jackets, arranging a table of contents, etc. -- neat, precise, professional.

Another thing I admire about him is his sense of the importance of his work to his customer. I can't remember specific comments, but he has spoken of the value of preserving family memories. I know for a fact that he put in many hours on one of my projects because of the degraded condition of the materials I turned over to him. Paul not only wants to please his customers, but he has an inner set of standards that he has set for himself concerning the quality of the work he does. I don't think he, himself, would be satisfied with doing just 'adequate' work; he wants the best from himself. This is a quality that I think rare, and I especially admire him for this.

One last thing. When Paul and I have begun a project we communicate via e-mails. If I ask him something, he replies easily the same day, or, at most, the following day. He keeps me informed as to each step of what he is doing and whether this meets my wishes and expectations. He is highly organized and efficient.

Obviously, I recommend Paul with enthusiasm.

Marian Brehm