PLEASE QUOTE Your Ref.

Our Ref. PA:GV Personnel File

Enquiries Mr P Arnold

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February 1, 2001

Mr Ricky Aitken C/- Burnie City Council Burnie Works Depot Three Mile Line BURNIE TAS 7320

Dear Rick

WEST PARK OVAL

I have recently received a letter from the Burnie Athletic Club thanking the Burnie City Council and its employees for the "magnificent" presentation of West Park Oval during the staging of the Annual New Years Day Carnival.

In particular, the club was most impressed with the work you had personally done, saying:

"Special accolades are offered to Ricky Aitken for his dedication and commitment in preparing the oval surface for the athletes and cyclists who were all complimentary of the finished article. It is a credit to Ricky the way he goes about his duty and his cooperation with the Club leaves nothing to be desired."

This is the kind of feedback I always like to receive on behalf of staff. You have obviously worked hard to earn this praise and I would like to officially thank you for your efforts in providing such excellent customer service.

Yours sincerely

Paul Arnold

GENERAL MANAGER