

Ray Gagnon
133 Pine Hill Road
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Messrs. Gerry Crow & Jim Norton
New Hampshire River Guide Service

Dear Gerry & Jim:

We are fresh back from our Androscoggin River trip with you, and before the reality of daily life sets in and begins to distract, I wanted be sure to send this letter. First off, let me tell you how much we enjoyed the trip. For my brother Paul, sister Lorraine and me, it was our very first trip together and Lorraine's very first fly-fishing excursion, period. And, in short, we had a positively wonderful time!

Most importantly, I want to tell you that we realize full well the degree to which this wonderfully successful experience was the result, not only of your guidance during our stay, but also, of the excellent "package" of accommodations, hospitality and fishing locations that you put together. As you know, I personally loved the charming guest house, and the meal service was second-to-none.

As for both of you, I can only say that my brother and I, who have done some guided fishing in the past, have never experienced guides who "put themselves out" to the degree that you and Jim do for your clients. The effort you both put into providing us with a satisfying fishing outing is unparalleled in our experience. But we're not just giving you an "A for effort." The wild brook trout fishing you put us onto was quite simply, and without exaggeration, one of the most unprecedented fishing experiences I've ever had. And I include my fly-fishing out West as well in that comparison.

But as good as all that was – and it truly *was* good! -- there's one aspect of our trip that I would especially like to thank you both for that means even more to my brother and me than the furnishings, food or fish.

Because of the way we split up our party, I had the occasion to observe both of you helping my sister along on what was, not only her first real fishing trip, but also, only her second actual fly-fishing experience. Your website promises -- and I quote here -- "Beginners will find expert fly-fishing instruction, patient coaching and a friendly, positive attitude to help them develop their skills." All I can say is, how refreshing to find a company that *understates* vs. *exaggerates* what it delivers!

In the drift-boat, Jim, your quiet and un-intimidating personality was the perfect calming influence, whether you were taking us through the rips or teaching my sister to nymph fish for the first time. And I especially want to thank *you*, Gerry, since I had the chance to watch you up-close as you helped my sister negotiate her first, significant wading outing in a slightly-high-running Androscoggin River. Again and again as I looked over, either to take a picture or simply to enjoy watching my "little sister" learn to fly-fish, it was obvious that you were consistently going out of your way to ensure her safety and enjoyment in that characteristically gentlemanly and polished way you have about you.

She remarked on the way home that, in spite of her inexperience, never once did you seem impatient or bored. On the contrary, she said, you consistently seemed up-beat and interested, and went out of your way to be pleasant and to convey to her that you, too, were enjoying the experience. For this, my brother and I will always be grateful to you. And I dare say, from my close observation, there isn't a guide I've ever hired that I believe could have come close to carrying this off with the care, pleasantness and polish that you did.

In view of the above, I'd simply like to add that should you both ever need a reference, please don't hesitate to call on us. We would be delighted to tell any of your prospective clients just how much we enjoyed and how greatly we benefited from the able and generous services of *New Hampshire River Guide Service*.

With great appreciation,

Ray Gagnon
Satisfied Customer *par excellence!*