



January 20, 2000

Peter R. Metzger
President
Metzger, Inc.
4955 Chestnut Ridge Road
Orchard Park, New York 14127

REF: Delaware North Corporate Headquarters
Key Center – 40 Fountain Plaza, Buffalo, NY 14202

Dear Peter:

We, at Ciminelli Development Company, Inc., wish to congratulate you and your firm on another success relative to one of our major projects in 1999.

The buildout for the above referenced project was a serious challenge for all parties. Metzger, Inc., again, showed that its system delivers cost savings; in this case nearly 20% relative to our flooring budget for nearly 12,000 yards of carpet. The client received superior products, ones that exceeded the original selection with no compromise to the "look." The end result without question, delivered a superior product at a reduced cost.

Your system and personal time spent with us all, educated our client on yarn systems, performance backings, as well as "best" color schemes for the application. We, as a group, the Owner and the Developer, ended up with an opportunity to make intelligent selections based on knowledge, not just price or look. Your management of the staggered delivery schedule and its inherent problems, allowed Ciminelli to concentrate on other problems. We were in good hands relative to problem solving and access to the right products.

Sincerely,

Roy Olsen
Director of Interior Construction

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Ciminelli Development Company, Inc.

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