

June 15, 2009

Emily Puertas  
Main Street Billiards  
215 Main  
Rochester, MI 48307

Dear Emily,

Thank you for volunteering to participate in the Rochester Downtown Development Authority Secret Shopper Program. Enclosed you will find a sample of the survey provided to the Secret Shopper. You can expect to be “secret shopped” the month of \_\_\_\_\_.

The survey results will be returned to the DDA office within (7) days of the Secret Shopper’s visit. We will then send you the results of the survey within (5) business days. Any business who scores 80% or better on the survey will also receive a “Golden Door” award.

Thank you again for your participation. If you have any questions, please feel free to contact the DDA office at 248/656-0060 or email rochesterdda@hotmail.com.

Sincerely,

Nancy F. Voges  
Marketing Coordinator  
Rochester DDA