

Dear Bill,

I find myself in a position, yet again, of trying to find the right words to thank you for all you have done to make this "passage" of life easier, for those of us left behind. Quite honestly, I am at a loss for those words, but I will do my best. From the first hug to the last hurrah, you brought me to a level of comfort with the whole process. When I needed to cry, you gave me my space, and when I needed a lighter moment to see me through, you provided just the right amount of humor.....your timing was always impeccable.....NOT!!!! (Just bustin' on you.) When I couldn't make a decision, you helped me make it, and when I knew absolutely what I wanted, you made it happen. You are simply the best person to be in this profession. You appreciate the beauty in those who have passed on, and you restore their physical beauty, so family and friends are left with a memory that is not so heartwrenching. The pain and suffering are gone.....a loved one made precious to view.

Bill, thank you so much.....I know my family feels the same as I. You are indeed a professional, master of your trade, comfort giver, ear-lender, a shoulder to cry on, a humorist.....in a word, FRIEND. If Charlie were here, I know he'd add his two cents worth (Undoubtedly, you two would go back and forth!). I do feel secure in saying, however, that he too shares my feelings.....please know that. We look forward to having you and Nikki visit us here, in our beautiful Mt. Washington valley, and perhaps we can try to repay the kindnesses you have shown us over the

**last three years. May good health, happiness and
joy be yours always.**

With heartfelt appreciation,

Andrea

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