



## CERTIFICATE OF APPRECIATION

This Certificate of Appreciation is awarded to

**Mr. M.L. D'Souza**  
**Operational and Marketing Manager**  
**Al-Hoty Pest Control**

This certificate is awarded in genuine appreciation of Mr. D'Souza's exceptional customer service skills and managerial excellence. Over the past years, Mr. D'Souza has come to the aid of the Consulate on many occasions when Consulate compound residents and employees have discovered various pest related problems. Whenever called upon, Mr. D'Souza can be relied upon to deliver constructive advice and practical solutions. The American Consulate General, Dhahran thanks Mr. D'Souza for his invaluable aid in support of the services provided by Al-Hoty Pest Control.

August, 2004

*Alfred F. Fonteneau*  
Alfred F. Fonteneau  
Consul General