

Dear Mr. Cramer

We just paid your firm for a new air conditioner and furnace. We expected good service in the installation and that is what we got!

Your representative Dave, did the job and was very professional, he is knowledgeable, experienced, friendly and personable.....A credit to your firm.

My experience has shown me that not all service personnel possess these traits. When a firm has such an employee, I feel they should know it—hence this letter.

Sincerely,

James