

Dear Mr. Cramer:

I am writing to compliment you on your employees. I recently had an air conditioner installed and was very impressed with the courteousness and attention to customer service that both Mike and the installer Ryan displayed.

This was my third experience in hiring your company. While remaining competitive, your company has provided quality products, knowledgeable and courteous representatives and attention to customer service. I find this very refreshing in today's market.

All too often we customers find the time to complain about our dissatisfactions without giving equal time to express our praise. Therefore, I felt compelled to let you know what you are doing right. I look forward to continued good service from your company.

Sincerely,

Susan