

To Whom It May Concern:

On Tuesday July 8th, we called Dee Cramer because we had water in our basement coming from the furnace area. A gentleman called to say he would be here on Tuesday between 10 and 12 in the morning. He showed up exactly at 10 a.m.

He politely introduced himself to us as Chris; then proceeded to inspect the furnace area. He removed the panels around the unit, checked the filter and several other things before going outside to look at the cooling unit.

He then called my wife and I outside to show us (what most likely was our problem); a dirty cooling unit which, we admitted, had never been cleaned since it was installed.

He took the time to explain how we could clean it ourselves. However, we decided to ask him to clean it. After all it was so dirty after 5 or 6 years I felt that he'd do a more thorough job.

The point of this letter is to compliment not only Chris, who incidentally took the time and patience to answer all of our questions, but to compliment Dee Cramer for being so selective in employing polite, patient and knowledgeable service agents.

While Chris is the newest addition to your team, he's a wonderful representative of your company. I must also admit we've really never had anyone from the company who was less than courteous and represented Dee Cramer less than... extremely well.

Our thanks and congratulations for all the fine service people we've encountered from Dee Cramer.

Believe me, it does make a difference!

Best regards,



Bob & Joan Beckner
Swartz Creek, MI.