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To Whom it may concern,

I have been in the customer service industry for over 20 years and during that time I have seen quite a transformation. Unfortunately, the difference in how a customer was treated years ago vs. how they are treated today is vastly different. I guess that is because it has become more important to improve the bottom line for a quick return at the risk of the returning customer. It is evident that your companies mission is to cultivate the return of the customer, thusly reaping the many benefits that follow. This is the second time that I have used your services and I feel confident that if I were to use you again, I would not be disappointed.

I would like to specifically thank Mark Wentland whose honesty with me and cohesion with the crew made for an impressive combination and were truly appreciated. Also, Thanks to Mandora Seymour whose honesty and initiative saved me from spending money for a service that was not necessary. Lastly, Thank You to Fredy Majano. His communication, integrity, customer service and crew were exemplary as well as a rare find.

Not only do you "Actually show up" but you "Bring your A game".

Thanks, it was a pleasure.

Kindest Regards,

Gail   


