

DONALD J. IRELAND

Coral Springs, Florida 33071-4324

Mr. Gregg D'Attile,
Art Plumbing & Air Conditioning
12438 Wiles Road
Coral Springs, Florida 33076-9975

Dear Mr. D'Attile,

If everyone you hire and train to work with you for *Art* Plumbing & Air Conditioning are as good at what they do as Scott Savoie and Lorraine you've got one hell of a company family representing you.

First off, there's Lorraine. Thank you for choosing her, as busy as she must be, to answer your phone. Smoothly professional, consistently pleasant, ready and able to field the problems customers repeatedly (and, I'm sure, sometimes unpleasantly) dump on her, she's especially a blessing in this day of electronic "VoiceMessages" and the "Press 1, press 2, press 3" frustration that greet callers at most "service" companies.

And then there's Scott. He knows what he's doing and he does it exceptionally well. But more, he listens. You don't get any of that eye-rolling dismissal that says loud and clear, "What the -bleep- do you know about it?" Sure, I don't know plumbing, but I've used enough water closets to know what they should do and how they should sound doing it. To the point, though, Scott treated me as a gentleman, discussing my ideas, clarifying the pros and cons of my options and, in short, doing you proud as your professional representative.

It's no wonder that you've built such a healthy word-of-mouth buzz and positive press over the past couple of decades. I know I'll be recommending *Art* Plumbing & Air Conditioning to any and all who are looking for the best.

Even though I've already thanked Lorraine and Scott, I'd really appreciate your letting them know I'm saying, "Thanks," once again.

Sincerely yours,

