

Gregg A. D'Attile
Art Plumbing & Air Conditioning
12438 Wiles Road
Coral Springs, FL 33076

Dear Gregg,

I wanted to take the opportunity to share my appreciation of the service provided by Scott Savoie on Sunday, December 28, 2003. Earlier that day, my wife and I were married. Upon returning home with my new wife, we were unpleasantly surprised to walk into the sauna that was our house. Before the leftover wedding cake was frozen and the gifts were opened, I found myself flipping through the yellow pages looking for an Air Conditioning company that makes Sunday house calls (as we do not have a service contract). I decided upon your company and shortly thereafter, Scott Savoie showed up. Decked out in tuxedo and wedding gown, the happy, sweaty couple anxiously awaited the results of his investigation, hoping that the wedding would be the only jaw-dropping expense of the day.

Scott's examination of our system was comprehensive, and ignorant as we are of the workings of an A/C unit, we could have easily been taken advantage of by his diagnosis. Scott told us that the problem was a simple maladjustment of a switch and ultimately charged us a fee that was very fair. All the while, Scott was polite and friendly. He patiently answered our questions and took the time to explain what he was doing and how, in fact, to prevent the same problem from occurring in the future.

At this point in the letter, the narration of our wedding night stops.

Walking into a house with a broken A/C could have put a tremendous damper on our special day. Instead, it was made to be only a mild and relatively inexpensive inconvenience. Additionally, it gave us the opportunity to see that there are still companies (like Art Plumbing & A/C) and employees (like Scott Savoie) who believe in a strong work ethic and dedication to customer service. This will assure you our future business loyalty.

With Warm Regards,

Simon Mirsky

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