

From: Dave Moran, CFP
Sent: Saturday, July 19, 2008 9:45 AM
To: gregg@artplumbingandac.com
Subject: Feedback

Hello Gregg,

I recently had a service call and wanted to take a minute to send you some positive feedback as I know we are all too often, too busy to do positive comments and too quick to find fault...

Once again, you folks certainly stand out and are quite different than any service oriented profession that visits....from the start as the truck drove up, my thoughts were, wow, it's immaculate! (or new....) Out step Joel and Chris with a smile and a professional introduction! What a treat for a service guy to take the time to introduce himself and secondly, have such professional appearances....again, a rare thing these days.

I was very impressed with the fact, they explained, very articulately and thoroughly what needed to be done and how it was going to be done. Most importantly, they were sincere and I didn't feel rushed or on a "need to know" basis!

They went above and beyond in teamwork being patient with my high maintenance dog! Giving him attention while the other spoke-unnecessary but it kept him quiet so I could actually listen! A treat all around which made spending \$600 less painful in some way!!

Congratulations to whomever runs that company-wouldn't it be great if we could find multiple companies run that way!

Thanks again,
Janice Moran

Dave Moran, CFP