

To Whom it May Concern,

I just wanted to let you know that having Arthur D'Attile working with you is an asset to the company.

He was informative, friendly and took the time to answer all my questions. I felt he went above and beyond, especially when today was a FREE service. He didn't have to take the time to assist me and help me understand the workings of my own A/C unit, but he did. I wish all service people were as informed and amicable as we was. I have used Art Plumbing before (you can check your records), but I've never felt compelled to write to a company about a particular person. That's not to say that the others were not efficient and friendly as well, but Arthur really stood out as far as I'm concerned. You should feel grateful that he's out there representing your company and it's good name.

I believe follow up service is just as important as the initial service. It says a lot about the company and how it values it's customers. I hope you value your employees in the same way! Thank you for sending Arthur D'Attile to work on my FREE annual follow up.

Sincerely,



Miriam Miniet