

60003704398
Date: 25th 2011

TO: Mr. Kevin Howard

FROM: Charles Girard

SUBJECT: Outstanding Service / Performance

Mr. Howard, I would like to personally acknowledge the following technicians for their outstanding customer service, a completely focused installation (stayed on tasks and never deviated) along with great teamwork and collaboration throughout the whole process of installing 2 air conditioning units on July 13th. I was very impressed with their preparation work prior to starting the installation, focused to protect my property (everything was wrapped or covered) and adherence to safety with taped signs indicating caution when going up and down the stairs. I did a short video to express my sincere appreciation. The service men were:

Mike B

Jarred

Mike W

Chris

Also all 3 Howard employees who came to my house previously to perform either routine maintenance or help me select a replacement air conditioner were outstanding as well. There was NO hard pressure sale or faulty maintenance report identifying repairs I truly didn't need. The sales person never tried to sell me 2 units and focused on saving me money. It was my decision to purchase both. Also the TREMENDOUS service by installing a 'temporary' air conditioner until my permanent ones were installed was absolutely unbelievable. I just can't say enough words to express my sincere appreciate to you, your staff and your company policies.



Regards Charlie Girard