

ATTENTION PLEASE _____ **LUKE GUY**

11th December 2012

Hi Luke

As customers we are usually quick to complain when something is wrong so I thought it only fair to be as quick to complement a business when they clearly get it so right!!

When I first rang to find out about an air conditioning system for our home the young lady who took my call (I apologise I have forgotten her name) was polite, friendly, knowledgeable and efficient.

An appointment was made and out came Jon on time on the nominated day—a great start ! Again I was impressed with his polite and friendly demeanour as he talked us through our options.

The quote was emailed to me in a timely manner and by the time promised. Meanwhile as we decided exactly what we wanted Jon happily took any calls I made to him with what I'm sure were some silly questions and answered them all in whatever detail I wanted ,so that we were comfortable with what we were ordering as it was a substantial outlay for us.

On the day work was due to start Jon arrived with 3 young men whom he introduced to us and a whole heap of equipment and after a walk through the house and a discussion on where everything was going Jon came and said goodbye- that he was leaving and would see us tomorrow. I admit to being a little surprised and very nervous as these" boys" seemed very young and I was worried.

But not for long.

I was quickly impressed with Justin ,Jake and Beau {hope that is correct spelling} They are honestly 3 of the most impressive young men I have ever had in our home. They worked their "butts" off constantly,I did not hear one raised voice, not one single swear word, absolutely no "horseplay" and not one word of complaint even though it was revolting weather to be up in the roof.

I had quite a few visitors over those two days as I had just come out of hospital and they were incredibly polite not only to us but to our guests as well, always excusing themselves if they needed to ask me anything.

I was also impressed with the way they spoke to each other as well ,always respectful and polite.

Most of the mess was made on the first day cutting the vents into the ceiling and at the end of the day Jake asked me for the vaccum cleaner. I explained that normally I would happily do that job for them but after my operation I wasn't allowed to .No worries says Jake and promptly vaccums everything in sight including my whole lounge room carpet. He then says he feels bad about the boot marks on the lino and he should mop!

I did stop him from doing that, as that was definitely above and beyond the call of duty especially after a hot day in and out of the roof ,but I was extremely appreciative of the offer.

Congratulations Luke on the calibre of your staff -they are a credit to you and you should be very proud of them. I found all of them at all times to be efficient ,friendly and extremely hard working.

We would have no hesitation in recommending your business to others.

By the way we love our new ducted system!

Please pass on our thanks to all involved.

Yours sincerely

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