

Dominick Solano

From: rking24600@aol.com
Sent: Friday, December 18, 2009 11:28 AM
To: Dominick Solano
Subject: For your use

Dominick,

Please forward this to your boss:

I'd like to commend Dominick Solano for professional and prompt customer service. Over the past several months, he has been the project manager for my garage repairs.

His outstanding asset characteristic, to me, is this:
His immediate and prompt response to my emails and phone calls.
Nearly all the time, he picked up my phone calls to his cell phone immediately.
The rest of the times, he responded with 24 hours to my emails and phone requests.

Prompt response to my concerns, questions, and comments are very important to me, one of the primary attributes by which I judge a business's worth. You could do the best work in the world (and Cocat did excellent work) but if you don't talk to me, my judgement of you plummets.

Please consider Dominick one of your most excellent staff members.

Bobbi King

Roberta "Bobbi" King
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