

Subject: Superb job  
Date: Wed, 1 Sep 1999 21:24:38 -0700  
From: Rich Kurlantzick <richkurl@email.msn.com>  
Organization: Microsoft Corporation  
To: Frank@westcoastautobody.com

Frank,

I just got my green Nissan Maxima back from you today, and you did a superb, flawless job. In a time when I find that service companies will do just the minimum required, you went well above and beyond the call of duty, and in a timely manner. You backed up your calm, professional "leave it to me and I'll take care of it" attitude with real performance and class. I hope not to have to use your services any time soon, since I don't plan to get my car dinged and bumped too often, but I will recommend you highly to friends and acquaintances, and will return if needed. Should you want a testimonial, or if you'd like to publish this email as one, I'm happy to oblige.

Sincerely,

Rich Kurlantzick.