

To: *Homeowners Handyman Service*. (Mike Eidlin)
From: Corinne _____, Olney, Maryland.

To whom this may concern:

Thank you, Mike Eidlin of *Homeowners Handyman Service*, for a job well done!

What we wanted to highlight to you and to thank you for was your **excellent service!**

In this day and age, it is such a pleasure to do business with someone who has **pride in his work** and in the **best results** of his repair job! We felt that you explained to us how your repair was solid, guaranteed, and in many ways, better than the original.

More importantly, for us, what we appreciated the most was the **PERSONABLE SERVICE** that you offered:

1. You always called to give us a **time frame** for your arrival on the job – AND YOU STUCK TO IT! ...No waiting for hours not knowing whether you'd show up in this lifetime or the next! ☺
2. You treated us with **utmost respect** and always explained to us ahead of time what could be done (offering options, etc). None of that "Look-lil'-lady-I-know-better-than-you" stuff (...Even if, indeed, you do know better than us...! ☺) You took Polaroid pictures of our roof to show us the damage that we could not see for ourselves, taking the time to explain and let us know what was to be done. You never assumed that **you** knew what **we** wanted, and that is rare!
3. You and Gary were always **polite** and unobtrusive, and always answered questions with patience.
4. Every job site was left **clean**, swept, all refuse neatly put in a heavy trash bag. Nothing was left behind, as other contractors had done in the past – and where our children might happen upon it.
5. The **invoice was clear and detailed**. Even though the total price was not on the cheap side, we felt that it was well worth the price for such a **polite and respectful service**.

Looking forward to doing business with *Homeowners Handyman Service* again!