

June 30, 2014

Stewart Unsdorfer
Central Heating & Air Conditioning
243 Richmond Road
Richmond Heights, OH 44143

Dear Stewart,

Just a quick note to let you know (as the owner) that your people and their level of service should do you proud. I have used Central in past years with great success. I never hesitate to recommend your company to friends looking for quality and reliability. The bonus, in my opinion, is your employees and their job commitment.

This past Friday afternoon, I realized my air conditioning was on the fritz and immediately called Central. Maggie talked me off the ledge, so to speak, and arranged for a technician to come out the following morning. I was a crazy person, but she was kind and efficient; assured me someone would be out and to call if I needed something else in the interim. Because she was calm, friendly and professional, I made it through the night without giving myself a nervous breakdown.

Saturday morning arrived bringing Ken with it. Again: calm, friendly, professional and with the knowledge to get my system back up and running. I especially appreciated the little extra step he took in giving me a tip to possibly stop rodents from nesting in my unit; and then proceeded to help me carry out said tip. He didn't have to do that, I'm guessing many technicians would have just gone about their business and wished I would go back in the house.

Again, thanks to Maggie and Ken for their terrific service in my hour of need. The caliber of your employees speaks to the quality of your company. Thank you.

Sincerely,



Cindy K. [redacted]

P.S. I wanted you to know that my friend, Carol [redacted] had recommended your company some years ago. Sadly, Carol passed away recently, so I thought you might like to update your books.