

Air of Houston
13 Rolling Glen
Tomball, TX 77375

LETTER OF COMMENDATION

On Thursday, May 15th, I placed a call to your company to have someone check my air condition unit. Within 30-45 minutes Randy Harper was there. He allowed me to follow him around and he thoroughly explained everything his hands touched. After the assessment was complete, he explained to me the different types of systems used, which were the better brands and even offered to work out a payment plan. He actually put it in writing (with the prices) and left it with me to think about.

You may read this and say that is his job, **YES - BUT**, when you have an employee such as Randy who cares about the customers, they call you for other things (i.e. maintenance) and refer their friends and family to you as well.

As a result of excellent service, I called again on Monday, June 9th to place my order for a new air condition unit. On Tuesday, June 11th I had a new unit installed by Randy Harper.

You should be very proud of Randy and your other staff as well because they were very courteous on the telephone when I called.

Sincerely,



Joyce Williams
1907 Retriever Lane
Missouri City, TX 77489