July 8, 2015

Mr. Crockett Herd Broward Factory Service 3500 North 28th Terrace Hollywood, FL 33020

Dear Mr. Herd.

Over my 83 years on this planet, I've seen a lot of changes on many fronts, both good and bad. One that has always concerned me is watching what once was a very strong American work ethic diminish to one I believe, at times, is virtually non-existent. Now more than ever, I often think that 'gone are the days' when individuals took pride in their work, did the best job they could no matter what the task, and, most importantly, did what they said they would do.

I wanted you to know, however, that two of you employees, Michelle Carlson and Fran Hall, have restored my faith in the American work ethic and have given me hope that there are still individuals and companies in this country that adhere to the same beliefs and ideals ingrained in the people of my generation.

Consistently, Michelle and Fran have provided my wife and me with the customer service that makes all the difference. Every time we speak with them, they are friendly and professional and convey their genuine concern about the issues we are having and their desire to help us correct them. They get back to us as promised, ensure that the work is completed to our satisfaction and, most importantly, always do what they say they are going to do. It's so refreshing to work with both Michelle and Fran, and my wife and I feel comforted and secure knowing they are there for us.

When I recently reviewed your company's website, it dawned on me that it's more than a coincidence that two employees from the *same* company share the *same* strong work ethic and possess the *same* exemplary customer service skills. It all made sense, however, when I saw you're your quote "Always treat you customers as you would want your Mother to be treated." My hunch was right: It starts from above! I was very pleased to see your ideal atop Broward Factory Service's priorities.

Accordingly, I'd like to thank you as well, Mr. Herd, for keeping such a strong customer service standard forefront in your organization. I'm sure it's made all the difference for you and your family as well. I hope you will recognize the outstanding efforts of Michelle and Fran who are so wonderfully perpetuating your high—and currently rare—standards.

Sincerely,

Richard Ard

1800 The Greens Way, Unit 103 Jacksonville Beach, FL 32250

dis Crockett Haird Grundrd Fadinty Bandus 3300 North 26th Timraes Hollywood, FL CR020

ibreh และเป็

Over my 33 years on this planet, tive seen exist of changes on mary inome, both gued and becing the line of the comment of the change and and ancient of the change in the

could no inclier what thoughst, and, must importantly, did what they laid they world do.

I wanted you to know. I present that two of you shiployees, wholish Carlson and Fran Hot.

Take restored my faith in the American work emis and have given use hope that itsure are still colors as a still color rais and companies in this country that adhere to the name beliefs are used a agreemed in the pareple of my generalism.

Consistently, Wichelle and Franchive provided my wife and no with the customer sorvice that makes all the difference. Every time we specifically inem, stay are hearly and professional and convey their genume condom about the issues we are naving and their desire to neep its correct dean. They get back to us as promised, onerse that the work is namplaned to our satisfaction and encet importantly, always in a what they say they are going to duli its so refreshing to what with both Michelle and from and trop, and my wife and I rest conficted and congressionaring they are

With a fire-cently reveal year company's wabsite, it dawned on that it's more than a reference erection and that the strong work athic and possess the same exemples from the same series that same exemples continued service sidils. It all made series, however, when I saw you're your quote the arys treatiyou ouslomers; as you would want you window to be trained by intending the training that all starts from above I was very pleased to seek to identiate Store and Store of the contract of the

Accordingly, Politic to the Eyou as well, Mr. Hard, for keaping such a suchgrustainm service standard forefront in your organization. I'm sure it's made all the Universes for your and your and the power of the med. I hape you will recugnize the cutstanding afforts of Michella and tran who are so wocarfully perventions your high—and corrently rare—standard.

tis coniB

Proheed Ard 1900 The Cheens May 15 did 103 Cohorolly Bouch Hu 38880