

July 22, 2004

Chris Jones Landscape Contractors

Dear Dave and Staff,

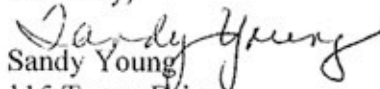
Just want to thank you and Melanie, too, for your great service. Melanie is to be commended for her superb customer service abilities. If it weren't for her follow through methods, I would not be such an appreciative customer. She made sure my request to speak to the "boss" got through. So often these are empty promises and the customer is never able to speak with the person in charge. Dave, thanks for your response to my request. I realize you could have decided that no replacement of my rhododendron was required. However, I thought then and I still do, that customer service is the key to a successful business and often the relatively small investment needed to satisfy someone more than pays for itself.

I do know at least one new landscape replacement has been done by Chris Jones in the past month or so. It looks very nice. Dave, you mentioned to me that you could tell I really take good care of my property. I invite you to drive by and look at the flowers. I'm very proud of them. This has been a great growing season.

You might find this humorous....I have a corn stalk growing in the front flower bed next to my new shrubbery! It's at least 4 ½ feet tall. I can't bring myself to pull it out since I figure God planted it, not me! It does look strange among all the beautiful flowers. My neighbor said I can have a corn roast at the end of the summer.

Again, thanks for the good service.

Sincerely,

  
Sandy Young  
115 Treaty Drive  
Wayne, PA 19087