

1 February 2010

Mr. Duncan Cottrell
The Educated Craftsman
1486 Conway Road
Decatur, GA 30030

Dear Duncan:

At 6:52 AM last Tuesday, I said hello and followed my greeting with a somewhat frantic request for immediate service -- the door to my condo would not lock, and I had left it unlocked to attend our meeting.

You knew I was anxious, but you didn't know that I had to be away from home for the next two days, and my window of opportunity for repair was a mere two hours wide.

Your response to my request was more than I was looking for:

1. You came to my house immediately after our meeting
2. You didn't just get the door to lock and move on, you fixed the problem so it wouldn't recur
3. Your fee was reasonable and you even took the time to vacuum the outside hallway when you were done.

Thank you for giving me a spot in your schedule when you could have told me to make an appointment. As cliché as the phrase "peace of mind" may be, that's what you gave me – packaged with excellent and efficient service. I look forward to referring you to those who express a need.

Sincerely,

Jill Pullen