

July 3, 2009

To: Nash Chevrolet,

*I have just finished using your Body Shop for repairs on my car, and had such a pleasant experience, I wanted you to know. The shop where I previously had work done on my car has closed because of the economy, and I was looking for a company I could depend on.*

*Luckily, I got Jeremy Givens. He was not only very friendly, and made me feel as if he really was interested in my welfare. The best part was, he promised me my car would be ready, and I really had to have it that day, so with extra effort on his part and the part of the mechanic, it was ready on time.*

*You have yourself a new customer, and I will want to deal with Jeremy whenever possible. Where did you find that young man?*

*Sincerely,*

*Olive King*