

Major P. J. Hardy
U.S. Marine Corps, Retired
57 River Chase Drive
Jackson, Tennessee 38305
Telephone: (731) 425-4030

June 20, 2009

Teresa Putnam
Robinson Toyota
1377 Hwy 45 By-Pass
Jackson, Tennessee 38305

Ms. Putnam:

We recently purchased a 2008 Toyota Highlander Limited from your dealership. I want to share with you how much my wife and I appreciate the warm, receptive, and professional treatment that we received from Mr. Jeff Brown. This is the second such letter I have mailed to you regarding Jeff's outstanding customer service. I submit this letter to emphasize the consistency of Jeff's superior performance.

It was no surprise to find that when dealing with Mr. Brown, regarding service requirements for this vehicle, that these requirements were met promptly, efficiently, and with a strong commitment to customer satisfaction. Mr. Brown is a very strong asset to your dealership. Without my history with Mr. Brown and the excellent service provided by your service department, we would certainly have shopped other dealerships prior to purchase.

It is my belief that it is not the product, alone, that sells. It is, mainly, the presentation of the dealership, during the purchase, and of the service support thereafter. It is such a pleasant (and rare) experience to deal with service personnel such as Jeff that I believe recognition is warranted. It is very comforting to be able to leave my vehicle (now vehicles) for service and know that repairs will be done properly and in a timely manner. Due to this outstanding and consistent service and support, I would not consider another service provider for maintenance, regardless of requirement.

I do not know if civilian businesses maintain personnel records of it's employees. If one is kept, I request that this letter be included in Jeff's file for consideration of future promotion or performance recognition.

Sincerely,


P. J. Hardy