

June 13, 2014

Rupert Heating and Air Conditioning
5137 Crookshank Road
Cincinnati, OH 45238

Attention: Mr. Joe Rupert

Dear Sir:

This is a letter to thank you, your staff, and--especially--
your team of installing experts--for a job **EXTREMELY**
WELL DONE! BRAVO!

Yesterday, June 12, "**Adam, Lou, Ian, Tommy, and Jody**"
were here, installing my new a/c and furnace. They showed
up on time; they were courteous; they were efficient; and they
took the time to explain everything to me. This was a first-class
operation on their part, and for that, I am grateful.

Again, I have used Rupert in the past, and I certainly will continue
using your services. From your staff who answer the phone, to your
technicians in the field (especially "**Chris**") the name Rupert =
outstanding!

So, A **BIG THANK YOU** to all.

Sincerely,

MB

Maureen Borrelli
5785 Heights Court
Cincinnati, OH 45247

*Adam, Lou
→ their
-team, were!
excellent!
Many thanks!*