

Reupert Heating & Air Conditioning

May 2, 2014

5137 Crookshank Rd.

Cincinnati Ohio, 45238

Dear Joe,

Recently Joey Zauf did the maintenance on my condenser unit for that nice cost saving spring offer that you provide. Joey is very interesting young man. He was very contentious about his work, thorough, energetic and seemed genuinely interested in the job he was doing. I followed him around while he worked. He was very talkative but kept working all the time never missing a beat in his effort even though he carried on an interesting and engaging conversation.

He explained what he was doing and gave me several tips on maintenance that that I could use. I told him how long I have used the Reupert Company and that I try and use the best when maintaining my house. He remarked that he really enjoyed working for you and had high praise for how well he is treated. That is good to hear because when an employee is happy with their relationship with their employer I believe they will always do a better job.

I want to congratulate on the fine job your staff perform when they come to my residence and the appreciation that they express about you and their working relationship with Reupert. You must be using excellent management skills and establishing a personal relationship with your employees to receive those compliments.

Sincerely,


Ray Renner

[Redacted signature area]