



November 22, 2013

CONSULTING
& TRAINING, INC.

Management
Development
and Security

Mr. [REDACTED]
Owner/President
Automatic Air Corp.
Louisville, KY

Good morning [REDACTED]

I would be remiss if I did not compose and send you this letter complimenting several of your staff. I am referring to your Service Manager [REDACTED], Technician [REDACTED] and front desk associate [REDACTED].

As you are aware, I have been requested by Mr. [REDACTED], not once but two times to speak to your associate members of ACCA on various topics. I have the highest regard for Mr. [REDACTED] in his knowledge and the manner he deals with customers. He is a definite asset to your company and should be recognized for his dedication and commitment.

Most every time I have called Automatic Air, I have been greeted by [REDACTED]. This lady is outstanding to speak with and never fails to assist me. She has excellent communication skills and makes a caller feel truly important and appreciated. In my opinion, she is also a true asset to Automatic Air.

Last, but by no means least, I recently signed up and became a "Gold" Comfort client. This is how I met technician [REDACTED]. From the outset of having him check my furnace and answer my numerous questions, he impressed me to the highest degree. In fact, I requested he respond to my future needs. This man is extremely sharp and an unquestionable asset to Automatic Air.

I am confident your other employees are top-notch representatives, but please make the associates I have named aware of my remarks.

Sincerely,

A handwritten signature in cursive script that reads 'Larry Grant'.

Larry Grant (retired)
President
LG Consulting & Training, Inc.