

Sept 16, 2003

Dear Christy,

My name is Tabatha Carney and I am the Purchasing Administrator for Buena Vista University. I wanted to pass along a compliment of the wonderful service that I received from one of your employees, Erin Presseau. She has demonstrated wonderful customer service to our university and we feel very fortunate to have her as one of our main contacts within your company. We have been very pleased with most of the furniture that we have purchased through your company. On our last order, Erin helped us by getting us quotes quickly and ordering the furniture. She even went as far as making sure the furniture would be delivered on the exact date that we needed it delivered. She is now in the process of helping us with some defective arms on some chairs that we ordered a couple of years ago. We value the service Erin and your company has extended to us. It makes us keep coming back for more.

Thank you,



Tabatha Carney
Purchasing Administrator
Buena Vista University