

PHILLIP R D [REDACTED]
[REDACTED]

BEDFORD, TX 76021
[REDACTED]

Veronon,

Thank you for prompting me for feedback regarding your business.

For years I used the Kiwk Kar location on Glade and Highway 121, originally because it was nearer to where we lived, then when we moved to Bedford I just continued to use them out of habit and loyalty. Their shop was always well run, I met the owner a few times and thought of him as a solid business owner, and most importantly, what I liked about it was I never felt "pressured" to purchase additional services. I like to be given recommendations but not be subject to high-pressure sales tactics. Of course, if something is severally wrong with my vehicles that will cause further damage or safety issues, I want it to be clearly pointed out, but not pressured to do "extras".

That location has either changed ownership, or at least gone through a name change and management change, but is certainly now a typical "smooth-selling, high-pressure, typical oil change place" instead of the service-level I used to appreciate. That is why I tried your shop this week.

I was very pleased with my visit with your business this week. The staff was friendly and helpful, they made good service recommendations but not in a pushy manner. I had a chance to visit with you briefly and could tell you are a solid business man with a focus on customer service and solid business ethics. I was impressed and will begin using you business for routine oil changes for all of the cars in my household.

Thank you for what you do. Please pass along my compliments to your staff for the great job they do.

Thanks,

Phillip D [REDACTED]

P.S. I am the Human Resources & Training Director for a company called the Saxton Group. We own and operate 28 McAlister's Deli's across Texas and 4 Pinkberry Frozen Yogurt locations in the DFW area. Enclosed are four "VIP" cards to be used for a complementary entrée, drink, and cookie at any McAlister's Deli location. The closest locations are either in North Richland Hills or Colleyville, both on Highway 26. Please use them for either your family or staff.