

Vernon Dede

From: nancysdesk [nancysdesk@gmail.com]

Sent: Sunday, February 06, 2011 4:13 PM

To: vernon@kwikkarbedford.com

Subject: Another fine service report - the small kindness makes a big difference

Vernon,

I wanted to let you know that, one more time, I received expert technical and speedy service at Kwik Kar Bedford. Consistently, since late 2007, I experience the attention and friendly service of your staff members. Yesterday, I came in for a vehicle inspection and upon check out my VISA card was some how defective and could not be processed for payment---

Arthur was helpful and reassuring. He tried a number of times but to no avail. He was good enough to get my personal information so I could be on my way and come back later or call in with a different credit card number. He set my mind at rest and I was on my way in less than 30 minutes!

I was on my way to HEB hospital to be with a dear friend that received word from her doctor that she would not be discharged to go home as expected but to a long-term care facility. Her disease had progressed and her care needs to great. The news was unexpected and distressing. Preoccupied with the situation I got sidetracked and didn't get back with Arthur as planned. He was good enough to call me to get payment information. His pleasant nature and professional manner made all the difference for me on a day when a difficult situation unfolded around me. This attention, care, and service really showed me the value or your "small town neighborhood" service center.

With a grateful heart and a good deal of respect- I say thank you. *

Warmly,
Nancy D
Bedford Resident

2/7/2011