

Date: March 3, 2007

To: **Fletchers Towing Company**

11298 Washington Highway
Ashland, Va. 23005

From: Kelly
AAA Member

I am writing this letter to acknowledge the exemplary service provided to me by the above employee when answering an emergency service call for me on the above date.

Mr. Liddle presented himself and managed the entire necessary operation with very professional and efficient skill. He was able to provide advisement to correct the difficult problem situation of this service call. He demonstrated a clear understanding and expressed knowledge of your regulatory and safety needs for this operation, utilized excellent judgement and communication of standards of customer interaction and service, efficient effort and work time; as well as very good awareness of the present terrain of this problem situation and best process for no danger or damage to property of the company or of the customer.

Based on the actions of this gentleman, I would like to let you know that you have an excellent employee deserving of any available compensation. He is a person whom I would gladly welcome into any employment, and feel confident in his reliability.

I would like to offer this letter of commendation for his employee file, and would not mind any other inquiry as may be requested of me concerning him.

Thank You Sincerely for sending such good service personnel. It will certainly impact positively on my continued membership with AAA, and awareness of your Fletcher's company local service.

Kelly

