

Five Star Plumbing

Just wanted to let you know how pleased I was with my first experience with Five Star Plumbing

To recap all the positives:

1. Karen was great taking the initial call and providing a detailed summary of the costs. Very thorough, very professional.
2. Karen was great in coordinating my appointment. Quicker than I anticipated and timely follow up calls to confirm the arrival of the plumber
3. Karen informed me I would be billed for service, compared to other service providers who expect payment at the end of the service call. While not a big deal to me to pay now or pay later, it demonstrated the trusting "attitude" of Five Star.
4. The plumber (sorry, I forgot his name) was also great. Professional, thorough, conversational, with a positive attitude. For example, he took a few minutes to clean my air conditioning filter before he reinstalled it. He was great.

I have added Five Star to my phone's contact list. While I hope not to need you, should the need arise, you are my plumber, and I will recommend you to my friends and neighbors.

Thanks

A handwritten signature in black ink that reads "Rick Chapman". The signature is stylized with a large, looping "R" and a long horizontal line extending to the right.

Rick Chapman
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