

CenturyLink Webmail

davesfenceinc@embarqmail.com

fence sales & installation

From : Steve Gonnella <tubaplyr@gmail.com>

Mon, Mar 31, 2014 11:22 AM

Subject : fence sales & installation**To :** davesfenceinc@embarqmail.com

Attn: Dave:

I recently had a board on board privacy fence installed by your company.

I do not know where you get your sales & installation crews, but you are doing some very good things there at Dave's fence.

First, my son had your company install a fence at his home about 3 or 4 years ago. He is very happy with the product, and I was impressed with the looks and quality of his fence. When we moved to Deltona, in February, we called Dave's fence, and set up an appointment to see what your company could do for us.

Your salesman, Jeff Meyer, came to our home, several times, because due to living in Deltona, with their difficult codes and laws, and my having a hard time deciding the best way to have a fence that would meet these rules, and still give me a fence to meet my needs, I needed extra time to decide what would serve me best.

Jeff worked hard and patiently, to come up with a design that would fit what I needed, and still comply with Deltona codes.

He is to be commended for not rushing me into just any fence design--and praised for seeing that not all customers are the same, and not all fences are the same.

Jeff is a fine young man who did a great job for this customer. You need to make sure you do not let this one get away--he is a great asset to your company, and we are extremely happy with the way he does business.

If that were the end of the story, it would have a happy ending--but there is always the installation.

I work in a service oriented business, where I see, on a daily basis, one department does not fit with the other departments, and the end result is rarely a good one without someone working extra hard to fill in the gaps.

Your installation crew came to my home early on a Monday, and the foremen got with me to go over the plan of action. Then those guys got right to it, and a colony on ants would be impressed with their proficiency. Everyone on the crew knew his place, and made sure that their job worked well with the next mans job, so that the fence installation moved forward without any snags. They did extra work that I really should have done, but I injured my shoulder at work, and could not get the shrubs and bushes cleared like they should have been.

Your crew didn't miss a beat--they worked right through and did what had to be done to give me a finished product that I can be proud of, and one that fits my needs as a homeowner.

They cleaned up and took away all the debris, and left me with a fence that easily passed

inspection, and I am one happy camper as a result.

Dave, you should be proud of your sales, and installation departments--I am.

I believe everything rises and falls on leadership. So I am sure that these apples did not fall far from the tree.

You have my permission to show my fence to any customer who doubts weather your sales and installation people are not top notch--my fence is proof that they are indeed !!

Thank you for a job extra well done from sale to installation.

Steve Gonnella

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