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NOV. 2 2009

TO JOHN BRUCCULERI ,

DEAR MR. BRUCCULERI,

LAST WEEK I ORDERED A CUSTOMER A # 7558 RANGER VEST BLACK. ON THURSDAY I RECEIVED IT, BUT IN CAMO. I CALLED TO INFORM CUSTOMER SERVICE ON FRIDAY AND WAS HANDLED BY ED F. AFTER NOT HEARING FOR AWHILE, I CALLED BACK FRIDAY AFTERNOON, SPOKE TO ED F. WHO INFORMED ME HE'D HANDLE IT PERSONALLY. YOU SEE THIS CUSTOMER NEEDED IT FOR HALLOWEEN. NOW THIS WAS NOT A BIG ORDER, BUT IT WAS IMPORTANT FOR ME TO SATISFY MY CUSTOMER, AND OBVIOUSLY IT WAS JUST AS IMPORTANT FOR ED TO SATISFY ME. SO SATURDAY MORNING, HERES FEDEX WITH THE REPLACEMENT VEST AS ED PROMISED. I JUST WANT YOU TO KNOW THE DEDICATION FROM YOUR EMPLOYEE, AND HOW MUCH I APPRECIATED IT. ED DOING HIS SHARE ALLOWED ME TO SHOW MY CUSTOMER HOW IMPORTANT HE WAS TO ME, AND THAT MEANS A LOT. SO I THANK ED, MY CUSTOMER THANKS ED, IN THIS RARE CASE WHERE ONE PERSON DID WHAT HE SAID HE WOULD, I WISH FOR MORE COMPANIES TO BE AS EFFICIENT AS ROTHCO, AND TO HAVE A GUY LIKE EDDIE F!

YOURS TRULY,

  
BOB MCKNIGHT

CC. EDDIE F.