

02/24/2009

DEAR MR. KAZADZIS,

I WANT TO THANK YOU FOR FIXING MY CAR SO QUICKLY AND AT SUCH A GREAT PRICE TOO! YOU AND YOUR STAFF WERE VERY HELPFUL TO ME; ADDRESSING ALL MY CAR CONCERNS AND TAKING THE TIME TO EXPLAIN WHAT WAS GOING ON WITH MY CAR. I GREATLY APPRECIATE ALL YOUR HARD WORK AND EFFORTS!

YOU WILL CONTINUE TO HAVE MY FUTURE BUSINESS AS WELL AS MY REFERRALS TO YOUR AUTO SHOP!

MANY THANKS,

KATHRYN MANLY  
(CHRISTINA'S FRIEND)

P.S. - TAKING MY CAR TO THEO'S AUTOMOTIVE FOR SERVICE WAS THE BEST THING I'VE DONE FOR MY CAR EVER!!

### Report Card For THEO'S AUTOMOTIVE

Dear Mr/Ms JOE Matalg

We are constantly seeking new ways to improve our quality of service. Your honest input and opinion will be greatly appreciated.

- 1) Our front desk or phone service?  Excellent  Average  Poor
- 2) Was our original estimate in line with final billing?  Same  A bit higher  Lower
- 3) Were you satisfied with our work?  Excellent  Average  Poor
- 4) Would you come back and tell your friends about us?  Yes  No

Comments 1 Theo I appreciate all you've done for me + worked with me this past year. I feel like thru all the bad luck I've had with cars, I've had good ~~to~~ luck in →