

Bob Parham
4418 2nd Avenue NW
Bradenton, Florida 34209

July 23, 2014

Mr. Teddy Wentzel
Wentzel Heating, Air Conditioning, and Electrical
5734 Swift Road
Sarasota, Florida 34231

Dear Mr. Wentzel:

Based upon our recent experience with Wentzel's, I felt compelled to write to and let you know you have excellent people working for you.

On Tuesday, July 22, 2014, we had a new Air Conditioning system installed in our home. We had received four proposals, and while you were not the cheapest we made the right choice.

Both Roy and Chris were on time, courteous, respectful of our home and us, and conducted themselves in a professional manner at all times. They also did an excellent job even though they were not given all the information about the installation, they improvised, overcame, adapted, and got the job done.

I deal with vendors all day and it is rare to find a company that takes pride in what they do, which was demonstrated by your employees from my first phone call, the inspection for the proposal, the follow up, and finally the installation.

We, my wife and I, will recommend Wentzel's to our contacts looking for your service.

Thanks again for the excellent service you provided through Roy and Chris. See you at CAI Breakfast.

Sincerely,

A handwritten signature in black ink, appearing to read "Bob Parham", written over a circular scribble.

Bob Parham