

01/04/12

Dear Mr. McClerren,

I wanted to take a moment to say "Thanks" for the outstanding service we received from your Team at Tom's Carpet Cleaning Services. Claudia set the tone for the entire visit by offering such a wonderful smile and cheerful disposition when your Team arrived at our home in Holly, Michigan. Claudia explained in detail how our carpets were going to be cleaned and what to expect. Claudia sure did her best to make the entire "process" painless as possible.

I have to say that we are 110% satisfied and to be quite frank with you, the overall experience was a pleasure. Sales people tend to be pushy and somewhat aggressive. Your Team was neither!

And last Mr. McClerren, it was immediately evident to me that your staff's knowledge and experience is eclipsed only by their dedication, work ethic, and enthusiasm. Their attention to detail and wonderful smiles is a great asset. Your Team was professional & kind!

We look forward to seeing your Team again with the next Carpet Cleaning Service and hopefully will be enjoying the positive effects of the clean carpet & fresh smell throughout our home.

Kind regards,

Les Hadden

**Les Haddon, President**

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