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## Oscar E. Winston

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6543 Montrose Trail  
Tallahassee, FL 32308

Phone: 850-688-2505

Tuesday, September 8, 1998

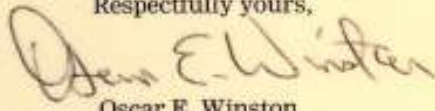
Auto Details  
Roy Sewell, Owner  
2309 Spoonwood Drive  
Tallahassee, FL 32303

Dear Roy and Associates:

Please allow me to express my sincere gratitude for the outstanding customer service that you and your associates provide for your customers. When I left a message on your voice mail informing you that I wanted my vehicle detailed as soon as possible, your return call was prompt and very courteous. I was very pleased with the detail job you and associates did on my Mercedes Benz over a year ago, which explains the reason for my request to detail my Subaru Legacy.

My professional career have included providing over 16 years of great customer service to my customers. It is a great pleasure to receive such excellent personal customer service from businesses such as yours. Your great service have made me a loyal customer as I long as I am a Tallahassee resident. Please share my letter with your associates.

Respectfully yours,



Oscar E. Winston