

9/21/11

Dan Geller  
Fish Furniture  
1443 SOM Center Road  
Mayfield Heights, Ohio 44124

RE: Customer Service  
North Olmsted Store  
Employee Lisa Zidar

---

Dear Mr. Gellar:

I am an advocate of writing letters when I receive outstanding customer service as it can be rare in the world today. I wanted to let you know about my experience in your North Olmsted store on Sunday 9/18/11. Our sales associate was Lisa Zidar. She was very helpful. We were looking for a TV stand which we did not purchase. We did however purchase a bedroom set, mattress and a dining room buffet/cabinet. We spent a little under \$5,000.00. We had been to several furniture stores and had many different sales experiences. For me, that can make or break a deal, whether I like the merchandise or not. She had the willingness to work with us and took the time to explain everything to us. She never said no or I can't do that, just that she would check with the manager on certain things. To me that's the right answer. She never crowded us; she gave us a chance to look around but was available whenever we had questions. I would not have purchased all that furniture if my experience had been anything less. I just wanted you to know what a valuable employee you have in Lisa. Thank you.



Joy Fox  
216-618-9419