

Sheila Patton Oster  
813 Quail Hollow Circle  
Avon Lake, Ohio 44012

May 8, 2013

Mr. Daniel Geller  
Fish Furniture  
1443 S.O.M. Center Road  
Mayfield Heights, Ohio 44124

Re: Invoice 35809 – Customer Satisfaction

Dear Mr. Geller,

Prior to visiting Fish Furniture, North Olmsted, I was focused on purchasing a specific manufacturer's bedroom collection. Upon my arrival I was greeted by Kitty Bracey who promptly showed me the specific product information and applicable floor samples, fulfilling my initial inquiry. Making sure I would be confident with the impending purchase, Kitty politely asked if she could introduce me to several alternatives within the same price range.

Kitty Bracey suspected correctly I had limited knowledge of comparable manufacturers. I told her I was receptive to learning. A gentle education ensued. I eventually selected another collection which had more beauty, quality and value than the initial inquiry product line.

The massive collection was delivered weeks earlier than estimated. Mike and Keith, the delivery staff, were painstakingly careful ascending the stairway which included a 90 degree turn. The men were very conscientious regarding placement and remained onsite until I expressed complete satisfaction.

Fish Furniture staff member, Kitty Bracey, provided excellent information far superior to any previously visited furniture retailer or web site. She eliminated the stress which usually accompanies any significant purchase. Mr. Geller, your professional staff reflects on your leadership and management. Thank you for an extremely positive experience.

Best regards,



Sheila Patton Oster