

November 10, 2002.

Riteway Service Co.
11710 Starfield
San Antonio, TX 78216

I would like to call the Company's attention to the excellent and courteous service of two of your servicemen. The names are Jim McKelvy and John - I do not remember John's last name. Besides being courteous they are also prompt to the appointment time.

The repair service was Invoice #19166 on November 8, 2002. I wanted Riteway to know of their professional and courteous manner.

Also, the young lady who answers the phone, I think her name was Darlene? Very friendly and nice.

Sincerely yours,
Martha C. Burken