

To Clark Management,

8/26/2009

About three weeks ago Rick who is our Service Technician called me a little after 7 to say he was going to be arriving soon and he didn't want it to startle me. Of course I appreciated the heads up and I eventually did hear him at work outside. What I didn't expect and what I'm writing about is this – Two weeks before I found myself in the emergency room for the first time in my life with a pinched sciatic nerve and unable to walk. So you can imagine how I felt about taking out my trash and recycling on crutches. (There was plenty of trash but I simply couldn't.) Anyway later that day I discovered my trash cans at the curb. Rick had heard the truck coming while performing the service call and took them out for me and left a small note behind! I must admit I had been reassessing all my outside services (e.g. phone, cable, auto insurance, etc.) looking for cost savings by comparing with other providers. After Rick's special consideration I removed pest control from that list and I will be staying with Clark and Rick for the foreseeable future. Thanks Rick!

Best regards,  
Joe