

CUSTOMER SATISFACTION

Kudos and Commendation:

RICH, I WANTED TO TAKE A QUICK MINUTE TO SEND A MESSAGE TO YOU IN REGARDS TO YOUR EMPLOYEE JAMES IN THE BRIELLE STORE. I CAN'T TELL YOU ENOUGH WHAT A TERRIFIC EXPERIENCE I HAD LAST WEEK. AFTER USING A LOCAL POOL GUY AS WELL AS LESLIE POOLS TO HELP ME WITH MY POOL ISSUES, I FINALLY GAVE UP ON THEM. I WAS GIVEN BAD ADVICE AND INFERIOR PRODUCTS TO TRY AND CORRECT MY CLOUDY POOL. I FELT LIKE I WAS JUST POURING MONEY DOWN THE DRAIN. I REMEMBERED VISITING THE STORE IN BRIELLE A FEW YEARS AGO AND DECIDED TO GO BACK THERE TO TRY AND FIX THIS TERRIBLE MESS. STRESSED OUT OVER EVERYTHING, I EXPLAINED TO JAMES MY SITUATION. IN NO TIME FLAT HE GAVE ME CLEAR HONEST AND ACCURATE INFORMATION ABOUT THE CAUSE OF MY PROBLEM AS WELL AS THE SOLUTION. HE EXPLAINED THERE WAS NO "MAGIC" PRODUCT THAT WOULD CORRECT MY PROBLEM, BUT ASSURED ME WITH A LOT OF WORK AND ATTENTION TO THE POOL WE COULD CORRECT IT. NEEDLESS TO SAY MY PROBLEM WAS BAD. BUT JAMES NEVER WAVERED IN THE PLAN TO GET IT FIXED. AFTER MULTIPLE VISITS AND TESTING WE REACHED THE GOAL. LONG STORY SHORT, MY POOL HAS NEVER LOOKED OR FELT BETTER. HIS EXPERTISE AND OUTSTANDING CUSTOMER SERVICE WILL HAVE ME BACK AS A LIFETIME LOYAL CUSTOMER. HE IS TRULY AN ASSET TO YOUR COMPANY. I ALSO COMMEND YOUR COMPANY ON USING ONLY THE BEST QUALITY PRODUCTS. IT WAS THOSE CHEAPER PRODUCTS THAT LEAD ME INTO TROUBLE AND I HAVE LEARNED MY LESSON THE HARD WAY. THANK YOU FOR TAKING THE TIME TO READ THIS! THANK YOU JAMES FOR ALL YOUR OUTSTANDING HELP! I WILL BE RECOMMENDING CHECKERS TO EVERYONE I KNOW WHO HAS A POOL!

SINCERELY, ONE EXTREMELY SATISFIED FAMILY, TOM CRAWLEY