

# CUSTOMER SATISFACTION

## Kudos and Commendation:

Rich,

James represents himself, Checkers and all its employees so well! He's personal, interested, a good listener and knowledgeable; great ingredients for a positive customer experience. He's made me feel and certainly many others, that his key goal is a balanced pool and as few worries as possible for the owner. Technically, he is obviously well trained and current on product and troubleshooting issues to resolution. He uses his interpersonal skills to explain in laymen's terms rather than technical language which builds trust and a positive rapport.

Thanks for your investment in people like James – he's made my life a little easier!

Regards,

Jeff T.