

RECEIVED MAY 09 2007

Leisure Baths Ltd.  
6909 Antrim Ave  
Burnaby, BC

6 May, 2007

**Subject: ATTA-GIRL FOR AMY**

Mr. Snook,

I am the proud owner of a RELAXAMIST steam generator that has served me well for the past 7 years. I recently noticed the gold finish on the steam nozzle was cracked causing the zinc casting to expand. It still worked fine but I decided to change it for purely cosmetic reasons.

On 4 May 2007 I called the toll free number from the brochure I had kept when I bought the unit. Amy answered the phone in your Burnaby office. She was very pleasant and knew the nozzle I was talking about, it's composition, different finishes, prices, shipping times...every thing I needed to know.

I asked about de-scaling the steam unit and she knew all about that too and offered to e-mail me the procedure. Her main objective, customer satisfaction, was apparent throughout the conversation. She could have sold me a new nozzle but offered me the choice of a "slightly scratched" nozzle at half price.

Within 10 minutes of hanging up the phone I had an e-mail from Amy containing the de-scaling procedure, a nice little note thanking me for my patronage assuring me the nozzle purchased would be here soon, and she would include an aroma therapy oil sample in the order.

In today's world of rapidly increasing E-commerce, often the only contact between the customer and the vendor is the person who answers e-mails and the telephone. The standard interaction usually begins with the phone loop, the inevitable wait (elevator music) with the accompanying recording of how they "value me as a customer", followed by a bored customer service rep who knows nothing of the product and after being forwarded to several other employees you get the recording that the only person who can help is away from their desk. You leave a message but never get a return call.

I do not write letters of praise very often and I'm frequently left with a bad taste in my mouth and want to strangle the person on the other end of the phone. It's a breath of fresh air to deal with somebody who is courteous, knowledgeable, and efficient. Amy is a valuable asset to your company. Please thank her for me.

Sincerely,



J.D. Ellerton