



GM

# SHAGANAPPI

JULY 4/2016

## LETTER OF REFERENCE

TO WHOM IT MAY CONCERN. THE FOLLOWING IS A LETTER OF REFERENCE FOR THE STAFF AND OWNERS OF PRO EQUIPMENT REPAIR. I HAVE BEEN A SHOP FOREMAN AT A BUSY DEALERSHIP FOR APPROX 5 YEARS NOW AND IN THAT TIME WE HAVE CHANGED OUR SHOP FLOOR FROM PAINTED CONCRETE TO A RUBBER COMPOUND TILE, AS WELL AS, CHANGED OUR METHOD OF DAILY CLEANING FROM PUSHBROOMS AND GARDEN HOSES TO AN AUTOMATED FLOOR CLEANING UNIT. OUR DEALERSHIP CONTACTED PETE AT PRO EQUIPMENT REPAIR TO INQUIRE ABOUT A FLOOR CLEANER. PETE PROVIDED US WITH OPTIONS AND WE PURCHASED A USED RECONDITIONED UNIT FROM PRO EQUIPMENT RENTALS. PETE ON HIS SUBSEQUENT INSPECTION DISCOVERED THE FLOOR SOAP WE WERE USING WAS FAR TOO CAUSTIC AND WAS DAMAGING THE METAL COMPONENTS ON THE UNDERCARRIAGE OF THE CLEANER. PETE THEN WORKED WITH US, THE FLOOR INSTALLER AND OUR CHEMICAL SUPPLIER TO DETERMINE THE CORRECT COMPOUND OF BRUSH THAT WAS COMPATIBLE WITH OUR NEW FLOOR AND SOAP REQUIREMENTS. PETE TOOK THE TIME TO MAKE SURE THAT THE FOREMAN AND THE SHOP MAINTENANCE EMPLOYEES WERE TRAINED ON HOW TO OPERATE AND MAINTAIN THE FLOOR CLEANER. IN THE PAST 5 YEARS WE EXPERIENCED EQUIPMENT WEAR AND TEAR, AS WELL AS, THE OCCASIONAL COMPONENT FAILURE. THE PROMPTNESS AND ATTENTION TO DETAIL IN ASSISTING US AS A CUSTOMER PETE HAS MET EACH TIME WITH ENTHUSIASM, GREAT DEMEANOR AND PROFESSIONALISM. AS A CUSTOMER OF PRO EQUIPMENT, PETE MAKES YOU FEEL LIKE FAMILY. PETE UNDERSTANDS CUSTOMER SERVICE, DILIGENTLY STRIVES TO EXCEED THE EXPECTATION PREVIOUSLY SET AND IS KNOWLEDGEABLE AND A PLEASURE TO DEAL WITH. PETE AND HIS TEAM ARE TRUE SUPPORT SYSTEM ASSETS TO ANY BUSINESS.

SINCERELY,



CHRIS RODGERS

SHOP FOREMAN

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