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February 10, 2

Dear Mike,

Thank you for getting my furnace functioning last Thursday.

You went above and beyond, even returning to the shop for the part. What wonderful customer service! Thank you for caring. It was also fun talking to you.

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February 10, 2018

Dear Lisa,

Thank you for your kindness last Thursday morning. You measured me and sent Mike, who took good care of our furnace.

You are lovely on the phone and provided excellent customer service!  
Many thanks.  
Warmly,  
Kathleen