



Re: Great Customer Service



Chuck E. [redacted]

Tuesday, April 28, 2020 at 11:35 AM

To: info; Cc: [redacted]

Sorry it was 9:30 p.m. on Monday evening when I sent the the email....my error

On Tue, Apr 28, 2020 at 11:23 AM Chuck E. [redacted] wrote:

We always use companies off of your list, We have always received good services from the companies that we selected. However, we need to let you know of the super effort that Isley's Home Service provided on our project. It was on Monday of this week with the record breaking heat for April. I contacted Isley's by email at around 9:30 a.m. on Monday April 27th and told them we were having some problems with a Trane AC system that they had installed that day. I expected them to call me the next day to set up a time for someone to come out to look at the problem. This morning Tuesday April 28th I woke up at 6:30 a.m. to get a cup of coffee and go out to pick up the morning newspaper. I found Isley's truck parked in my driveway and the individual from Isley's told me he had been parked there since 6:00 a.m.. He said he did not want to wake us up so he was waiting until 7:00 a.m. before he knocked on the door. He had the whole problem fixed by 8:00 a.m. and we had cool air to face the rest of the day. What great customer service.