



Christian Family Counseling Services

Office: (415) 794-8581
Home: (415) 792-7039

LOREN THOMPSON, M.A., MFCC
Director

October 31, 1984

Charles Wittwer
General Manager
ISOTEC Communications, Inc.
150 Executive Park Blvd., Suite 3200
San Francisco, CA 94134

Dear Mr. Wittwer:

The staff and I would like to take this opportunity to write a letter regarding the services we received from Debra Nicholson when we bought our telephone system.

From the moment we met Debra we were impressed. She was very business like, at the same time very warm and friendly. She was excited about her product and wanted us to become excited too. However, we at no time felt her pressuring us. In fact, quite the opposite. I would say she "nurtured" the sale. She was willing to give us ample space to try the equipment and to make our decision. When we did make our decision, she was willing to spend endless hours being sure we were well taken care of. Her phone calls and frequent visits were very much appreciated, and made us feel she was not only interested in making a sale, but she wanted to stay close to us until she was assured that we were very well satisfied. To add to the list of caring gestures, she appeared one day with a pot of beautiful lavender "mums" which we enjoyed for several weeks.

Mr Wittwer, we feel your company could benefit in having Mrs. Nicholson in your public relations department. She would do an excellent job in making your customers feel good with their purchase.

Sincerely,

Loren Thompson

LT:vt
cc: Debra Nicholson