



OFFICE OF THE
CITY COUNCIL

CITY OF SACRAMENTO
CALIFORNIA

ROBBIE WATERS

COUNCILMEMBER
DISTRICT SEVEN

January 15, 2004

To Whom It May Concern:

Brian Findley recently assisted me in the purchase of a tabletop copier for our reception area.

Brian conducted himself in a professional and courteous manner. His knowledge of the company's products helped me in deciding which copier would best serve our purpose. During the course of ordering and arranging for delivery of the copier Brian kept in contact with me to update me on the final delivery date.

When Brian delivered our copier he gave us an overview of the machine's functions and answered any questions we had. He followed up with a phone call after we had a chance to put the copier to use to see if we had any further questions and/or problems with our copier. He even made a couple of personal visits to make sure we were completely happy with our purchase.

In my opinion Brian is the epitome of quality customer service. If I can be of further assistance or answer any other questions concerning Brian Findley please don't hesitate to call me at 916-808-5243.

Sincerely,

Dinah H. Fischer
Executive Assistant
City of Sacramento Mayor/City Council Offices