



Dear Sir or Madam,

We are very delinquent in writing to you about an exceptional member of your staff – as we've been meaning to write you now for almost 3 years! Steve Berhar installed a system in our home in the summer of 2000 — and while he was here we were impressed with his professionalism, knowledge and efficiency.

Every night or day when we use the stereo throughout the house or on the deck, or watch a video or DVD we remark about what an amazing job Steve did, and how we'd recommend Stereo Planet to any/all of our friends because of Steve (and how we need to write you and tell you how terrific he was!). He's a true asset to your company. As we believe that if we were willing to write a letter several years later — he really did make a positive impression on us.

We hope you realize what an ace you have in Steve. Please share our praise with him, as he really did an outstanding job.

— Jeff and Michelle Klein