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— For The Finest In Home Fragrance And Personal Care —

Casady Square

September 18, 2014

To Whom It May Concern:

Please allow the following correspondence to be understood as a letter of recommendation with regard to Kirk Owens and Owens Communication.

Every once in a while there comes a "wow" moment in business that just appears out of an average day. The following shows how adversity can be handled in a positive and professional manner.

I had requested Owens Communication help my business with a cable run connecting two computers through an adjoining wall. The workers showed up on time and finished their job. They checked their work and then departed. While they were here; everything was working fine.

Subsequently, when I later tried to turn the computers back on, neither would come back online. As I am engaged in an ongoing business, I desperately needed the computers up and running and moreover; I needed help. I called Owens Communication back and spoke with Kirk Owens. He immediately understood the urgency of the situation. He made a personal trip to my store. He worked through all the possibilities of potential difficulty. In short term he solved the localized problem but realized my store was connected to a larger retail network. Given that realization he then stayed in my store working back and forth on the phone/computers with my retail network technical salespersons to make sure all problems were solved and my business would continue uninterrupted. Kirk solved the problem. He wouldn't leave until all was in order.

Few would have given the effort much less stayed until I was satisfied.

It is my distinct pleasure to recommend to others not only Owens Communication but Kirk Owens in particular for being outstanding in their customer service. You can count on Owens Communication.

Sincerely,

Georgana Morgan – Owner

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