

Intruder Alarms ● Access Control ● CCTV

impactsecurity

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FAO John Coleman, Risco Group

Dear John

I hope you don't mind my taking a few minutes to write to you, concerning Paul Saunders our area sales representative.

Four and a half years ago, we were happily fitting Cooper Menvier products and, in a rather blinkered fashion, were looking no further so far as intruder alarm equipment was concerned.

In his own inimitable style, Paul entered the scene, introduced us to Risco/Gardtec products and 'made us offers' we couldn't refuse!

Since then he has worked tirelessly to build an excellent relationship with us and we are now totally 'converted' so to speak. Paul is not merely a salesman – he offers advice, helps to solve problems and most importantly, can give us product support when needed. I have been particularly impressed with the details and extent of his product knowledge, which I can only assume comes from hours of dedication on his part, to whatever training the company offers.

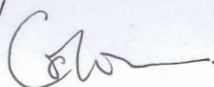
We have been so impressed by Paul's friendly enthusiastic approach and the good humoured way in which he refuses to accept defeat, that we have even tried to entice him to work for us – unfortunately we can't afford him!

So often these days, people are ready to complain. Professionalism is sometimes taken for granted – until something goes wrong. I just felt I needed to put the record straight.

Paul Saunders is a dedicated, hard working member of your staff, who is a credit to the Risco Group, and must be a valued member of any sales team.

My thanks also to yourself, Melissa and the rest of 'the gang' for all your help and support.

Yours sincerely

COLIN LLOYD
IMPACT SECURITY