



St. Richard Catholic Church

7500 S.W. 152nd Street • Miami, Florida 33157

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Rev. Stephen Hilley
Pastor

December 1, 2008

Ms. Rhonda Burtner
National Sales Manager
Chime Master Systems
PO Box 936
Lancaster, OH 43130

Dear Ms. Burtner:


Thank you so much your letter of inquiry. I am well pleased with the purchased of the Chime Master Millennium Silver Edition System. Hardly a day goes by without a compliment paid for the beauty of its sound. It replaced a much older, long since worn out system, and the parishioners simply love the crispness of its sound.

I must add that I am more than happy with the customer service you've provided. Quality customer service is such a rare commodity that I found it such a pleasure to deal with you and, your staff. I want to especially comment upon Mr. Jeff Crook who made the sale in the first place. His knowledge and personal experience made it possible for me to get my parishioners interested. His quick agreement to lend a demo unit was one of the sale points.

While the unit was preprogramed at the factory, I was still able to figure out, for the most part, how to make various adjustments. The unit is fairly easy to set up and, when in doubt, I can always call customer service!

As I am writing this letter, the bells are ringing at 11:00 A.M. I look forward to many years of such sound and pleasant relations with Chime Master. Please feel free to use me as a contact referral.

Sincerely,


(Rev) Stephen Hilley
Pastor