

Middleton's Glass Ltd
52 - 60 Wellington Street
Grimsby
N.E.Lincs
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Tel 01472 352288

05/11/2009

Alan McCartney
Great Coates Motors
Unit 4 Estate Rd N05
Grimsby
N.E.Lincs
DN31 2TG

Dear Alan,

When you run a successful company with customer satisfaction high on the agenda, and 98% of your business is by either repeat or referral, you understand the concept of making the process for the customer or client as easy as possible.

With having a problem with one of my fleet vehicles recently, you not only collected, repaired and then delivered back to me within 24hrs the said vehicle. This did not impact on my scheduled workload and as a company enabled me to deliver on my commitments to my customers.

Dealing with you and your company was the zenith of professional ease and efficiency. Having you complete the business with such ease and lack of fuss was a great relief.

In this ever complex world, having you give a light and simple personal touch gives me no hesitation in recommending you to anyone who should require your services.

Yours Sincerely



Dave Middlecoate M.D.
Middleton's Glass Ltd,