

March 7, 2013

Reliable Storage  
1080 NE Forest Rock Lane  
Poulsbo, WA 98370  
Attn: Jim Helfrick

Dear Mr. Helfrick,

I wanted to write you a letter to express my appreciation for the wonderful customer service I have received from your employees this past week. I needed a storage unit and started my information search at the Kingston location where I talked with Ron. Ron knowing that I was looking for a unit either at Bainbridge or in Poulsbo listened to my needs, picked up the phone, called both locations to find out everything I wanted to know and insured my every information need were met. He was so helpful and saved me a lot of time and hassle by going the extra mile.

Next I went to your Poulsbo location where I decided to rent a unit and truck and was helped by Lindsey. Lindsey just like Ron was wonderful and got me all set up and ready to go. At that time I was hoping for an outside unit but there were none available.

On the 5th of March was move in day. Which is when I met Laurie. When I arrived Laurie helped me get the truck started even backed it up for me when I was having a bit of trouble getting started. Later that same day when I came back with the truck loaded she opened the gate for me, had the unit opened and had even turned the light on for me. She made me feel as if the red carpet had been rolled out. One of the first things she asked me was if I was happy with the location of the unit. I told her I had hoped for an outside unit but knew there were none available. She spoke up and said - you know, one came open just today which doesn't happen that often. It would cost you an additional \$10 per month but if you want I will be happy to transfer you to that one? I was thrilled and with in minutes she told me where it was and how to get there with the truck.

By the time I drove there she was already there to meet me. She showed me the unit with the paperwork change and pen in hand. I went on to unload the truck and before I knew it she was back with a key holder for me. I can not tell you how wonderful Laurie was! In every way with every change that needed to happen she thought about the customer first. What an amazing employee!!!

Please extend my deepest appreciation to all of them. I felt it was important to make sure their boss knows what a wonderful company asset they are. It will be my pleasure to recommend Reliable Storage to all my friends and family, and I look forward to our ongoing storage relationship. Thank you for the excellent customer service by your more than excellent staff.

Sincerely, Karen Sprinkle

