



The Parish Of St Mary's
Parish Office
St Paul's Centre
Church Road
Caterham
Surrey
CR3 5RA

27 May 2009

The Managing Director
Digital Office Solutions
Unit 2
Hyders Farm
Bonnetts Lane
Crawley
RH11 0NY

Dear Sir,

I feel the need to write to you to express my delight at the level of customer service I received from your team yesterday.

Our very well-used church office photocopier decided to fail in the middle of a very important print job yesterday morning. Having discovered that we had no service contract with the copier provider, I Googled 'local copier engineers' and came up with your name.

I phoned your office and spoke firstly to Shelly who was eloquent and helpful. She took my details and promised that an engineer would call me back shortly. Less than five minutes later I received a call from such a helpful gentleman (whose name I am afraid to say I didn't write down). I explained my problem and the gentleman said that he would speak to his colleagues and call me back.

When he called back he told me that a spare copier was being loaded on to a van, just in case mine couldn't be fixed, and that the engineers would be with me in about half an hour. How's that for quick service!!

Less than half an hour later Gavin and Russell appeared, cheerful and efficient, and swiftly got the machine working again – and they gave it a clean for me too!

I am not in the habit of writing letters of this type, but I really feel that when excellent service is received, those at the top should know about it. Your team are polite, efficient and extremely helpful.

A big well done to everyone there – and rest assured that I will be passing your details on to all the team churches in the parish.

Yours faithfully,

Rosemary Jones
Parish Administrator
01883 348751