



UNIVERSITY OF MARYLAND

CENTER FOR YOUNG CHILDREN

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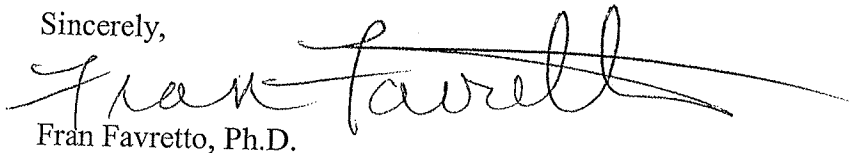
Dear Mr. Caripa:

I am not sure where to begin but I will try to concisely write this letter of commendation about three of your employees. The saga begins with a 10-year-old Thermador double oven that was not working. I called my usual service provider and they said I needed the main control board and two internal switches. They called back and said the main board was no longer available and so my oven had to be replaced. I was really annoyed and vowed never to buy a Thermador appliance again. I called Thermador's main number and was given phone numbers to track down an obsolete part. This was not a term I wanted to hear, but they also gave me Appliance Builders Wholesalers number too. I made a random call to your company. Brooke Chandler answered the phone and began problem solving the situation. She said she would get back to me and she did. She confirmed the main control board was not made anymore but the two internal switches were. She said well you could try these switches and see. It might cost \$300 or so. I said thank you but I will buy a new double oven.

After much angst and the idea of loosing a kitchen cabinet because a new oven would not fit the current opening, I called Brooke back. She remembered me and even had my information. Brooke ordered the switches and set up an early Tuesday morning appointment. Your techs came on time and with the switches. Their names were Thurmond Miles Sr. and Julian Henao. They set to work to repair the ovens. Both men were so pleasant and more importantly knew what they were doing. They repaired my ovens and I am so pleased that I will be able to prepare Christmas dinner.

Your company is fortunate to have such dedicated personnel. I hope their compensation reflects the good work they do. I will call your company again and give the name to neighbors and family if an appliance repair is needed or to buy new appliances. Many thanks again,

Sincerely,



Fran Favretto, Ph.D.

Cc: Brooke Chandler
Thurmond Miles Sr. ✓
Julian Henao