Tarek and his great customer service

3 messages

Larry Butler <larrybutler1940@gmail.com> **Wed, May 11, 2011 at 5:11 PM**
To: [redacted]auction.com
Cc: Sue Butler <suebutler4@gmail.com>, Larry Butler <larrybutler1940@gmail.com>

Hello,

I just wanted to let you know how nice it's been to work with Tarek online over two [redacted] auctions. I've dealt with a lot of people over my professional career (I'm now basically retired), and he ranks in the top tier for responsiveness and pleasantness. He's responded so well to some 'difficult' inquiries from me and handled himself not only with great professionalism, but in an extremely personal manner as well.

For first hand knowledge of his behavior, I'm sure he has a copy of the string of emails we've exchanged that he can share with you. If he no longer has them from my first auction with you, I think I can get you copies from my files if you'd like to see them.

You have a very nice operation.

Larry

Larry Butler
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[redacted]auction.com> **Wed, May 11, 2011 at 11:28 PM**
To: Larry Butler <larrybutler1940@gmail.com>

Dear Larry,

Thank you so much for taking the time to write such a nice letter re: Tarek...We are very proud of him and do know how hard he works to making the experience a pleasant one. I myself have dealt with many people in my lifetime and they don't get much better than Tarek. He is a large part of why our operation works as well as it does. We are very lucky to have him with us and we tell him all the time. He takes pride in what he does and that's why the results are always 100% with him..Thank you again for taking the time to send such a nice letter and hope with can do business with you again.

[redacted]
CEO / President
[redacted]
(561) [redacted]
[redacted]n.com

[Quoted text hidden]

Larry Butler <larrybutler1940@gmail.com>

Thank you, [redacted]. Such a nice response. And to back up both yours and my comments, it seems to me Tarek is rather unique in this business. At least I haven't encountered many like him in your world.

Thanks again for your note.-Larry