

**Jeff Turner**

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**From:** Andrea <andrea@jeffreycharles.com>  
**Sent:** Thursday, September 11, 2014 12:19 PM  
**To:** jeff@jeffreycharles.com  
**Subject:** FW: [Spam] Thank You for Your Top Notch Customer Service

**Importance:** High

FYI ☺

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**From:** [REDACTED]  
**Sent:** Thursday, September 11, 2014 12:11 PM  
**To:** 'Andrea'  
**Subject:** [Spam] Thank You for Your Top Notch Customer Service  
**Importance:** High

Dear Andrea,

I feel very fortunate to have had you answer the phone yesterday when I contacted Jeffrey Charles Associates about some condo association questions.

Thank you for the professional courtesy you extended and assisting me with getting some clear and concise answers about the amenities that are offered by the Tiers at Manchester through the condo dues. You knew exactly where to go in the condo docs to get the answers and clarifications I needed. You were patient, polite and willing to expand on some of the discussions that are taking place for future potential services/amenities that may be offered.

All too often, we as agents contact management associations and the representative on the other end of the line is rude, short with us, and sometimes exasperated that we are calling. We are trying to find answers and provide the most accurate information possible for potential buyers. It would seem in the best interest of the representative and the management association to provide the very best customer service and be willing to provide the most accurate information to assist the agent. You did that in every way.

It was a breath of fresh air to be able to connect with someone in a management association and be treated with such courtesy and professionalism.

Thank you again for taking time to explain the condo docs, the amenities and some of the proposed future plans for the condos in the Tiers at Manchester.

Please share this with your superiors.

Kind regards, Jerry

[REDACTED]

*Customer Service Personified*