

**Sent:** Tue 6/07/2010 9:31 PM  
**To:** Alex Salter  
**Cc:** Top Sales Area  
**Subject:** Commendations on Customer Service

Hello Alex

I first met you personally in 1996 when I purchased a Mitsubishi Magna Sedan from your yard with the great assistance of George - now moved on from your staff

In January 2006 my partner Carol Brookes and I met Frank - which resulted in us trading the Magna on a 2003 Mitsubishi Verada Sedan, a very sound condition vehicle and only 42500km on the clock. The administration was conducted exceptionally smoothly thanks to Wendy in particular.

The saying "when you're on a good thing - stick with it" - has been applied.

Over Thursday 1 and Friday 2 July 2010 we had the pleasure to re-acquainting ourselves with Frank and duly met Jason.

We were contemplating a new Mitsubishi Lancer Activ - however we were not impressed with some of the customer service but particularly the trade-in offered by Motorama Moorooka.

Regrettably, we missed by minutes, the chance of purchasing a Lancer in your yard.

Not to be out done (and being very mindful of past quality cars) and customer service we listened to Frank and Jason as we pondered a Hyundai Sonnata or a 2007 Toyota Rav4.

The knowledge and openness of Jason on test drives - particularly with respect to the Rav4 was impressive.

Frank (despite his Carlton AFL following - we being Brisbane Lions - Ha Ha) could not have been more obliging and assisted us in making the decision to purchase the 2007 Rav4.

The trade in we received on the Verada was twice that offered by Motorama which was appreciated as the car purchased in 2006 was very sound and was sold back in an equally sound condition - but obviously a little aged.

The "paper work" was attended to by Wendy - who was very explicit in explaining the financial aspects of our loan and all other matters associated with the sale.

It is our pleasure to forward this Email of THANKS and COMMENDATION in particular to Frank, Jason and Wendy,

with appreciation to other staff who were involved in the transaction.

The friendliness, knowledge of respective fields, professionalism, courtesy and overall customer service by these three people was most appreciated - and is something missing in a lot of businesses these days.

Regrettably, I understand Jason and Wendy do not have Email addresses - hence may we respectfully ask you forward our sincere feelings contained in this Email to them.

Once again you have attained satisfied customers - evident by your standing in the used car market.. Thank you for your time in reading this testimony - which was a pleasure to forward.

Regards

Ramon (Ray) Bartlett and Carol Brookes