



The City of York Pennsylvania

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Mayor John S. Brenner



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May 22, 2009

Power Pro Equipment
780 East Main St
New Holland PA 17557

To all of the New Holland Power Pro staff,

I just wanted to take a minute to express my gratitude for the fantastic treatment we have received here at York City Parks from the entire Power Pro staff. I recently took over this department and quickly found over the last year that you folks at Power Pro have been the most helpful and reliable vendor that I deal with. You make us feel like a priority and provide true customer service at the highest level.

Karen and the office staff have been great and have helped me with my billing break down requests. The service guys have taken the time to get on the phone with me and go line by line over any and all repairs and let me know what needs done and why. I am also impressed with the fact that guys like Hank and Jim, who are not my local sales reps, are always willing to talk equipment and pass on their knowledge of my machines. Jay Martin is my local guy and he has gone above and beyond to keep me mowing in this busy season. He focuses on providing service, knowledge and actually tries to save me money, which is a refreshing change from the typical sales people I deal with.

The service school we attended at your facility was also a great investment for my operators. They have become more conscientious about their machines and got the opportunity to have their questions answered by experts. I have suggested your shop to the York City School District Maintenance Department, and would be happy to share my experience with any other potential customers.

Thanks again for such a positive relationship and keep up the great work!

Sincerely,

A.J. Grimm, Supervisor
York City Parks

AJG:cdm