



December 15, 2003

Iron Horse Transport
P.O. Box 1011
Melrose MA 02176

Re: Tow Date 11/28/2003

Dear Thom:

Seems as though there is not enough praise when one does well, but always scolded or reprimanded when one does not.

We, here at MTS, recognize the 'good' as well as the 'bad', that is why we keep up with what our customer's comments are regarding their towing experience. We get quite a few of "I waited too long, over two hours for a tow truck", or "The guy didn't even know how to load a bike onto the flat bed", also the responses from the Tow Companies, "We have no one available", or "that driver is off today". We have to reprimand those tow companies or fire them, as they did not live up to their agreement.

When we receive positive feed-back, it makes us feel and look good. That's why I want to share with you what Stephen Sullivan wrote: "Thom's Iron Horse is GREAT! I give him my 5 star award for prompt courteous service. I'll recommend MTS to my fellow Yankee Beemers."

It's nice to receive or hear a compliment when a job is well done, we want to give that thanks to you Thom Calantropo for being there when one of our members needed a tow.

Sincerely,

Julia Vaden
MTS Towing Manager