



**GUY PARSONS VISUAL COMMUNICATIONS INC.**

GRAPHIC DESIGN ILLUSTRATION CREATIVE

[guyparsons.com](http://guyparsons.com)

December 14, 2009

Elaine Coates  
Sales Manager  
Certified Central Vacuums Inc., Calgary

Re: New Vacuum

Elaine,

I wanted to thank you for the exceptional service with our new vacuum system. I've owned six houses and from time to time had to have to deal with many trades. I've never received such fast professional service as I had from you and your team. From your friendly courteous attention to our needs, to the installers that wasted no time in making sure everything was as good as new. I wouldn't think twice about calling you again, it is so nice to meet a team that cares so much about their reputation and the work that they do.

You and your team are a credit to your industry. I plan on telling any of my friends that are looking for vacuum systems to see you (I'm thinking that'll make me look pretty good with my friends).

Sincerely,  
Guy Parsons  
Principal, B. Des, MGDC  
Guy Parsons Visual Communications Inc.