

MONA ELECTRICAL SERVICE, INC.

August 21, 1992

Driver Certification Class

Congratulations to the following employees who attended our driver improvement course. Way to go and thanks for your time. Keep those wheels rolling safely:

George Adcock, Robert Beckner, Harry Burgers, Tim Caldwell, Arthur Campli, Bill Cates, Glen Cole, Warren Cobean, David Cowherd, Randy Danchak, Warren Davis, Stephen Delaney, Henry Ellis, Jr., Amanda Flanigan, Joe Garzone, Thad Gerardi, John Hall, Patrick Hall, Gary Hammett, Ronnie Harrell, Mitch Hoskin, Steve Howard, Kevin Hughes, Rich Isaac, Dave Johnson, George King, Emery Kitts, John Kraus, Matt Lambert, Marty Lang, Rick Lee, Jim Marshall, Tom McArthur, Bob Nelson, Paul Neuland, Justin Norton, Joe Patrick, Del Pennington, Butch Ritter, Nathan Schaefer, James Scott, Tony Scott, Lester Shutt, Tim Stakem,, Tom Taylor, Lionel Thomas, Richard Tucker, Jerry Upright, Jim Quinn, Paul Warren, Robert Wilson, Scott Zweifel

At the meeting, special recognition went to the top electricians with the cleanest and most organized trucks of our fleet:

- John Hall - \$100.00
- Jim Marshall - (2) tickets to Orioles Game
- Matt Lambert - (2) tickets to Orioles Game

We expect all vehicle drivers to maintain the condition of our trucks by keeping them clean and organized inside and out.

To All Service Mechanics

We are having problems with collection of C.O.D. customers. If you are told to collect C.O.D., you must price up the ticket on site by calling the office and getting a total labor and material price. The customer may pay by check, cash or visa/mastercard. You cannot leave the site without one of the above.

When Things Get Tough - Mona Can Perform

Foreman Don Thorne and crew showed great team effort on the ongoing World Bank project with The Leapley Company. Our team pulled 57,000 feet of BX cable in 2 days and hung 1,000 light fixtures in 3 days. Great performance by all!

New Arrival

The stork delivered a beautiful baby girl to Paul Neuland and Heather on July 17th at 6:44 a.m.. Courtney Laraine weighed a healthy 6 lbs 13 oz at birth. Congratulations.

Customer Service Tip

In this day and age, it is not price alone that gets you the job. Providing exceptional customer service is essential in order to keep our existing customers and to gain new ones. Here are just a few facts about customer service.

The average business never hears from 96% of its unhappy customers. For every complaint received, the average company in fact has 26 customers with problems, 6 of which are "serious" problems.

Complainers are more likely than non-complainers to do business again with the company that upset them, even if the problem isn't satisfactorily resolved.

The average customer who has had a problem with an organization tells 9 or 10 people about it. Thirteen percent of people who have a problem with an organization recount the incident to more than 20 people.

Customers who have complained to an organization and had their complaints satisfactorily resolved tell an average of 5 people about the treatment they received.

Wedding Bells Ring

Our own VA Project Coordinator, Dave Cowherd, walked down the aisle on August 8th to join hands with Cindy Ferguson. The newlyweds reside in Kent Island. We wish you both the best of luck and many happy years together.

Fascinating Fact

Ammonia cleaners and dishwashing liquids containing ammonia (such as Joy, Dawn, Palmolive and Ivory) should never be combined with chlorine bleach. Mixed together, they give off a toxic gas that's a severe respiratory irritant.

Job Well Done

Sue Piggott of Winthrop Securities recently called to say "Thanks for a great job and stated that she is recommending other people to use Mona Electric." Matt Lambert performed the electrical work for Winthrop. Kudos' to Matt.

Art Campli, Paul Neuland and Ronnie Gatewood impressed Mr. Jim Whitman who is a new customer of Mona's. A letter of recommendation on our performance is forthcoming. Keep up the good work.

Safety Note

When backing up, make sure you check behind your vehicles and in your blind spots

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