



NAPA PHOENIX

Phoenix District

February 2, 2011

To Tony's Service Center:

We would like to recognize your exemplary service to your community as well as a premium customer of NAPA/GPC. Conducting business with you and being affiliated with your company is truly and honor.

Your business ethics are astonishing. Every patron who crosses your door is treated with the utmost respect and kindness. This is evident not only from the front office staff, but the mechanics, managers and other affiliates. Your ASE Master Technicians are well educated and experienced on their trade, but can also articulate effectively to customers what was detected on their vehicle. It is these communication skills that push Tony's over the top.

Customer satisfaction is required at your business. It is not an option for a customer to be disgruntled with any decision made in their precious possession. The trust and confidence they have in your shop is demonstrated by the loyalty of your clientele. You are realistic with your estimation of time frames and your ability to exceed all expectations of your customers makes you the leader in your field. It is your good business practices and consciousness that has created the success you have achieved.

Your allegiance is another character trait that is impeccable in your shop. It is evident by your faithfulness to NAPA/GPC, that you support those who support your business. The longstanding relationship you have with your NAPA/GPC salesman, has flourished the relationship with the company. Your mutual respect is nurturing for all involved. We appreciate your rapport with your customers, employees and suppliers.

Sincerely,

Genuine Parts Company