

# SKIP'S MUSIC

December 5, 2001

Mr. Russ Gentner,  
Listen Technologies Corporation  
8535 South 700 West, Suite A  
Sandy, Utah 84070-2515

Dear Russ,

Thank you! "For what?" you ask. Well, let me tell you...

We recently ordered some Listen ALS equipment needed for a customer installation. That equipment included (among other things), a 16-slot-charging case, 25 LR-400 receivers, and an equal number of NiMH batteries packs. When the order was delivered to the job site I was a bit skeptical that all of the ordered items were in one not-too-large box. I even called back to our Receiving Department to see if there were additional boxes for the order. "No, one of one, shipped complete" I was told.

As usual, all items were expertly packed (thank you) and perfectly plastic-wrapped (thank you) as if by Nordstrom gift wrappers. The M&M's (thank you) actually made it past our Receiving Department to the job site! But here's where it really gets good – the 16-slot charging case contained 16 LR-400's (thank you)! The remaining 9 LR-400's were individually bubble-packed (thank you) in a small box. All 25 receivers had the NiMH batteries PRE-PACKED (thank you x25)! Then there was the note stating the charge status of the batteries (thank you). And it just gets better – I had forgotten that I'd requested ten copies of your Listen brochure to leave with the customer so their users could explore upgrades (headset, ear speakers, etc.). BAM! Ten copies, perfectly stacked, perfectly sealed in mini-bubble wrap (thank you)! The absolutely professional packing is appreciated – easy to find, all items in excellent condition, paperwork in order. The common-sense brilliance of pre-loading the batteries and the charging case saved me a fair chunk of on-the-job time. Including the brochures with the actual order was perfect!

And there have been many other instances of 'above-and –beyond' service that I could cite, but, as space (and font size) is getting a little tight, I'll reduce them to two words: Cory Schaeffer. Her consistent, outstanding, support and assistance enhances your product and my customers' satisfaction.

Russ, I try to maintain the highest order of professionalism, integrity, and customer service in my work, and it is a pleasure to sell and install products from a company that always meets or exceeds these performance standards. Your attention to detail, (not-so) common sense, superior customer service, and quality products are standards the entire audio industry should strive to deliver.

That's "what".

Sincerely,

Larry Lauzon  
Manager  
Professional Services Division

LGL/com