



BJ'S RESTAURANTS
FOUNDATION

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January 11, 2012

Letter of thanks to Todd Hesford.

The reality of having to have my damaged car repaired at an auto body shop was a depressing thought. As I drove up to your facility, I assumed I'd be greeted in a dingy office by someone wearing a greasy bib overall and chomping on a cigar. I expected to be taken advantage of by unscrupulous technicians along with the likelihood of not seeing my car again for at least two weeks.

How wrong I was. I was greeted in your clean front office in a very friendly, professional manner; my car was inspected thoroughly and the printed estimate was given to me in a few minutes. You and your team were courteous and understanding of the annoyance of having my car experience a hit-and-run accident manifested by a damaged bumper and absent side mirror.

After approval from my insurance company, I called to make an appointment for repair. Again, you were courteous and remembered my car and the work that needed to be done. I brought it in on a Friday morning and the bumper and mirror had already been ordered by you even though no money had changed hands. I decided to have my windshield replaced as well and you took on that additional work in stride. I received a couple of digital photos sent to my phone later that day showing the progress on my car.

After two days, that's DAYS not WEEKS, my car was ready for pick up – washed and cleaned inside and out. The work was perfect and the entire experience was very positive. Thank you for running such a professional business. I wish you continued success and will recommend your services to others.

 1-11-2012

Rob DeLiema

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