

Ray White

Carpenter Realty Ltd
Licensed (REAA 2008)
350 Rangatira Road,
Beach Haven

Tel 09 481 9111
Fax 09 481 9101
beachhaven.nz@raywhite.com

rwbeachhaven.co.nz

To Whom It May Concern,

On a recent trip to the electronics store that I had purchased my new laptop from, I was trying to explain a problem I was having with my new purchase, and becoming more and more frustrated with the member of staff I was dealing with. Their lack of product knowledge, lack of ability to problem solve, lack of understanding of what I was trying to explain as being the problem, was making the situation more frustrating and tedious.

David was working there; he overheard the saga and quietly suggested that if I were to leave my computer with them for the night, I could pick it up the next day - fixed. Clearly he understood that it was an easy repair, and that as a customer I would be very grateful if my problems were solved.

David not only sorted out the problem as promised, but also cleaned up the computer completely and had it running like a dream.

David is like a formula one race mechanic compared to the guy that changes your oil, he obviously has an extensive understanding of his craft and is passionate about it. One of the other differences I see between David and an average technician is that he is able to explain things in lay terms so they suddenly seem less complicated is easier understand why they need doing. He also has an easy, approachable manner with people.

I think David has a very bright future and would be a great asset to any employer.
For a verbal confirmation of this reference please feel free to call me.

Sincerely,

Glenn Carpenter



Glenn Carpenter AREINZ
Licensee Agent (REAA 2008)
Office: 09 481 9111
Fax: 09 481 9101
Mob: 021 476 849
Email: glenn.carpenter@raywhite.com
Carpenter Realty Ltd Licensed (REAA 2008)

Ray White

Beach Haven