

# The Good Garage Guide

Dear Sir

**TOM HARTLEY TOP CAR**  
appearing in  
**THE 1998 GOOD GARAGE GUIDE**

Recently we have been assessing garage services and car dealers for inclusion in the 1998 Good Garage Guide. Tom Hartley Top Car was one of the businesses selected for assessment. Here are your results:

Friendliness/courtesy	9
Staff skill/knowledge	10
Quality of service	9
Value for money	10
Customer satisfaction	9

This gives you a score of 47 out of 50. An excellent rating of 94%.

This is certainly well above average. As editor of The Good Garage Guide, I am delighted to inform you that this is one of the highest scores in Derbyshire

Consequently, I have pleasure in offering you free entry into the 1998 Good Garage Guide, which is about to be published. Your entry will be highlighted and have "highly recommended" printed alongside. Entry into the guide is completely free and you are not obliged to accept. I would, however, ask you to confirm your entry by Tuesday the 27th of January.

Being featured in the guide will guarantee you new customers. You should also gain extra business from your old customers. Recommendation is of course always the best form of advertising.

The 1998 Good Garage Guide will be available from the end of March.

I look forward to seeing you featured in the 1998 Good Garage Guide.

Yours faithfully.

John Robertson  
Editor