

Good morning Dr. Herndon,

I just want to thank you and the entire staff for the kind, professional, courteous way my dog Summer and myself were treated during Summer's recent surgery.

From my first interaction with Dr. Fondacaro to my final one with you, there has always been a pleasant courteous atmosphere. Even when I had to cancel a couple of appointments due to time constraints everyone was always pleasant and extremely accommodating. I also realize there are emergencies, thus the appointment times hard to adhere to, but the staff there always apologized and kept me informed. I have been in customer service for quite some time and I know how difficult it can be, especially those on the 'front line.' Even if someone is having the occasional bad day, it never showed. Kudo's to all of you.

Thank you again.

Mary Lou Rocco and my dog Summer
Service Director
Acura Bay Shore.
631-968-4141 X 105