

VMCLI

Veterinary Medical Center of Long Island

West Islip, NY 11795

Attention: Mr. Greg Carastro – Hospital Administrator

Subject: Outstanding Service

Dear Mr. Carastro:

Kindly permit me this opportunity to provide some personal comments concerning the recent service provided by your organization on 17 January 2010.

My family and I were recently fortunate enough to adopt a former racing greyhound from Grateful Greyhounds Inc. This dog (re-named Bambi), has fast become a member of the family with a particularly strong bond developing between my daughter and Bambi.

During the evening of 17 January, Bambi had tumbled and fallen after fruitlessly chasing a backyard squirrel. Immediately after this incident my wife and I noticed some abrasions to the skin and the apparently painful gait of Bambi. With my daughter crying, I loaded Bambi in the car and was fortunate enough to see your facility not far from our home. It was there that I experienced some of the most knowledgeable and compassionate service seen anywhere. All of my questions and options were addressed in a polite and concise manner on an immediate basis in spite of the busy waiting room. Of particular notice was the time that your technicians and doctor spent talking to my daughter in order to assuage any health concerns which we had and helped to gain our trust.

Rest assured that I shall inform all of my friends and colleagues of my positive experience with VMCLI and will heartily recommend your organization.

I just wanted to forward my comments to your attention for your records.

Regards,


Michael Cramer

Post Script – Bambi is feeling better and should shortly be “good as new”

Thanks again !