

Dear Mr. Reed,

We would like to take this opportunity to make you aware of the truly outstanding level of service provided to us by all of your staff in our most recent Foretravel Motorcoach purchase. While we were happy with our 1995 U300 and were not aggressively shopping for an upgrade, we had been periodically looking at newer Foretravel models on various websites. This experience had left us very disappointed by the lack of professionalism in both website design and sales staff performance on contact. When we found our “new” U320 on your website, we were impressed with the exceptionally well presented, uniform and user friendly format and the clear, detailed photographs. That positive initial experience peaked our interest in calling for more information about a possible trade. As a result of that call, we now own our fourth Foretravel in 16 years.

First and foremost, Lance Hayes was quick to return our calls and responsive to our numerous inquiries. From the outset, he demonstrated a willingness to work with us and expeditiously complete the transaction to meet our limited timetable. He stayed with us over the week long process of trade in, closing, renovation and repair. Both Lance and his associate Joey Ray demonstrated an outstanding knowledge of the Foretravel product and a high level of professionalism which make them a valuable asset to your organization.

As part of our purchase, we co-coordinated with many members of your staff for significant renovations and upgrades to the coach. Jamie Buford took time from her busy schedule to help us locate materials and fabrics on hand which we had admired in two of your new Phenix models. She offered us tasteful and intelligent guidance, and we were also very impressed with the projects which she had designed for your production. She is a very personable and talented individual who embodies the new direction of Foretravel.

Wayne, Jan, Joyce and Debora in the upholstery department performed miracles with the materials we selected. They were extremely gracious in integrating our requests into their schedule so we could complete the renovations on site. As always, the quality of their work is an indication of their commitment to Foretravel excellence and customer service.

While the coach was in the maintenance bay, Alton, Bob, Hector, James and Bonner all paid close attention to detail to assure our service was thorough and all minor faults corrected. Each of them demonstrated an amazing level of pride in their work and a true concern with our satisfaction.

Finally, the remarkable effort put forth by David Flanagan and his remodeling team served to transform a “pre-owned coach” into our own very personal dream home. David, along with Larry Ratliff, Mike Guarnere and Cliff Casey all went out of their way to accommodate our requests on such short notice. We are grateful for the time they took to give our project such personal attention.

All of these individual efforts culminated in an experience and a coach that exceeded all of our expectations. I’m sure there are many other individuals who were also involved to make the system work. It is obvious this was a total team effort, dedicated to quality work and complete customer satisfaction. You have a truly phenomenal organization, rare in today’s work place, of which you can be justly proud. We wish you all the best in your future endeavors.

Sincerely,

Lee Fulmer  
Taos, NM