

**From:** Themba Ngobese [mailto:tngobese@peermont.com]  
**Sent:** 11 April 2008 06:42 AM  
**To:** sjburger@mweb.co.za  
**Subject:** SERVICE EXCELLENCE

Hi Schalk

Just a note convey our appreciation for the service rendered by your team (Riana, Quinton and Daniel) yesterday and to advise that you have a great team there. A team that understands two important facts about a customer, namely:

1. that a customer is king and always right; and
2. that once a customer receives his or her order, he expects nothing but for the ordered goods to be correct and operational.

There must have a been a miscommunication at your office about my order yesterday and the amplifier did not arrive with the wall unit. I rang Riana who did not try to provide long explanations or argue with me and just took responsibility to sort it out. Then Quinton and Daniel drove all the way back to Vereeniging, came back with the amplifier and installed it. It must have been around 20h30 when they were done and I got what I ordered and paid for. I call this experience EXCELLENT SERVICE and it can only mean that you will be seeing me soon at your store.

Keep it up.

This message is subject to the terms available at <http://www.peermont.com/EmailLegalNotice.pdf>

Regards

**Themba Ngobese**  
Group Chief Compliance Executive



*Remember we have*

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