



**Bethesda Hospital**

Cyber Shop  
134 Aberdeen Street  
Northbridge WA 6003

1<sup>st</sup> January 2008

Re: **Natalie Damianides**

To whom it concerns

I am writing to compliment Natalie's assistance in the purchase of a Tablet notebook. I had personally tried to source a tablet with reasonably specific requirements and had been unable to find an appropriate product. I ended up ring yourselves to see if you happened to have something available. I spoke to Natalie who offered to find out if there was something available on the market that suited my needs, even though you do not stock tablets as standard.

Natalie was prompt in getting back to me. She found options that where perfect for my requirements and for the appropriate price. She was able to answer all my questions, if the answer wasn't immediately available she rang back promptly to provide the details requested. I did come back to her numerous times to ask tedious questions which she always provided answers for. I was also kept well informed along the way, especially when it came to ordering the machine.

As a result of Natalie's efforts I have received the machine I was looking for much quicker than I had expected, and it suits my requirements perfectly. Natalie was professional, thorough and friendly throughout the process.

In the future I will definitely recommend Cyber Shop to others, and would like to thank Natalie very much for making this such a positive experience.



**Luke Pasotti**  
ICT Manager  
**Bethesda Hospital**

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