

## Members Testimonials

Here are just a small selection of Members Testimonials.

A full list is kept in the members testimonials folder and available to view at every BNI meeting.

John Palmer

A Plan Insurance

12th May 2009

This letter is testimony to the good services provided by John Palmer of A Plan to clients of this firm.

I referred the directors of a block of flats that I act for to John for a competitive quote for their buildings policy on its next renewal. He has managed to save them over £1000 from the last premium that they paid and they are delighted.

I thank him for serving my clients and our BNI chapter so well.

Martyn Hudson

HGW Solicitors

Rob Hughes

Daisy Chain Flowers

November 2009

I have used the services of Daisy Chain flowers on a couple of occasions now and would have no hesitation in recommending them to Family, friends and colleagues. Rob and Sam offer a friendly yet professional approach with what seems like a desire only to please their customers. The flowers on both occasions were absolutely stunning and far exceeded my expectations and what's more the cut flowers we purchased lasted for what seemed an eternity.

Thank you to Rob and Sam and I look forward to both using and recommending you in the future.

Matt Steele

Conger Electrical

Ken Bullock

Plumbing & Heating

21 October 2008

Just a quick note to let you know that our toilet is behaving itself and we have had no trouble with it since you replaced the valve.

As we told you we had nothing but trouble with it almost since the day it was first installed. It appeared to be working as advertised but it gradually started to overflow following each flushing. As the 'overflow' system was via the toilet bowl and not via an overflow pipe to the outside, it was immediately visible to anyone using the toilet. This was somewhat embarrassing to us particularly when we had guests in the house.

When we contacted the supplier/installer (B&Q), they sent out their 'in-house' (probably contracted) plumber to investigate. He dismantled the valve assembly and declared that the fault was 'probably' caused by debris from the mains water supply preventing the valve from fully closing and thus allowing a trickle to continue to enter the cistern. This eventually resulted in the water level rising until it reached the overflow point and, as it was being constantly topped up, this resulted in the cistern continuously overflowing into the toilet bowl.

He cleaned out the 'debris', re-assembled the valve and after flushing the system a couple of times declared it serviceable. As his 'repair' had appeared to have fixed the problem we were naturally delighted. He left us the replacement valve assembly he has brought 'just in case'. In retrospect this should have rung alarm bells in my head but we were so relieved to have a 'working' loo that I let it pass. After a relatively short time the cistern resumed overflowing and, despite my attempts to adjust the flow, would not stop.

It was at this stage that we mentioned our problem to our friend Frazer Y orke who immediately recommended you as a 'plumber extraordinaire' whom he was certain would sort out the system once and for all.

Frazer was right! You not only diagnosed the cause as a design fault (the use of a highhpressure valve in a low-pressure system) but sourced and fitted a compatible replacement valve and cured the problem.

We cannot thank you enough for the excellent results you have produced in restoring our 'loo' to its current serviceable condition and we wO'ld highly recommend your services to anyone.

Mr & Mrs C

Bournemouth

Sue Pain

Ideal Mortgage & Finance

16th April 2008

Dear Sue,

I have had the pleasure of working with you with two clients in recent weeks. I would like to take this opportunity to commend you on your outstanding hard work and perseverance with both clients, both of whom had very different requirements. Nevertheless, the tenacity that you showed and professionalism in dealing with both the clients and their specific issues was very impressive indeed.

Neither client issues were "straightforward" and neither guaranteed an outcome for yourself. However, your incredible hard work with both clients was, I know much appreciated.

I have worked with many professional advisers in my time and you have shown with your levels of enthusiasm, skill and market knowledge why you run such a successful business.

Robert Field

Aims Accountants For Business

John Palmer

A Plan Insurance

Nov 09

Having met John at Christchurch BNI I quickly gathered that A-Plan were an insurance company that were a world apart from the comparison web sites and other large companies found on the Internet. Having taken insurance out on the internet previously we only discovered that when involved in an accident we had an excess far above that which we "assumed" was the case and also had no legal cover. Having allowed this policy to run its course it was inevitable that we would ask John to handle our renewal. John made a small saving on our renewal price but also reduced the excess to a sensible figure and the policy included legal assistance.

I would have no hesitation in recommending John and A-Plan to any of my Friends, Family and Colleagues for their insurance requirements.

Matt Steele

Conger Electrical

Sue Franklin

Bournemouth Employment Ladder

17/7/09

At the beginning of March we asked Sue to locate an experienced Multi Drop van driver for our stationery supplies division.

The job entails specialised knowledge of our products and a very good local knowledge of our wide delivery area.

We were also looking for a self motivated person who had a likeable personality and would be able to work on their own initiative, after initial training.

Sue took information and details of salary etc, and although she said that it was slightly from of her normal field proceeded to advertise our vacant position.

Due to the current unemployment situation she said she was inundated with hopeful candidates but within a few days she had a short list of three possible candidates. I was impressed by the way that Sue had clearly understood our requirements and undertook her task in a very quick and professional manner, she took all of the hassle and the normal wasted telephone conversations away from myself and my staff and then gave us a clear list of people who could ably fulfil the role we were looking for.

I can firmly recommend Sue and Bournemouth Employment Ladder to any individual or company who is looking to recruit quality staff, she makes the whole exercise totally stress free.

Well done Sue !

Martin Hickman

Marquee Print

ROBERT FIELD BSc ACA

16 April 2008

Sue Pain - Ideal Mortgage Finance Ltd

Dear Sue,

I have had the pleasure of working with you with two clients in recent weeks.

I would like to take this opportunity to commend you on your outstanding hard work and perseverance with both clients, both of whom had very different requirements. Nevertheless, the tenacity that you showed and professionalism in dealing with both the clients and their specific issues was very impressive indeed.

Neither client issues were "straightforward" and neither guaranteed an outcome for yourself.

However, your incredible hard work with both clients was, I know much appreciated.

I have worked with many professional advisers in my time and you have shown with your levels of enthusiasm, skill and market knowledge why you run such a successful business.

I have no hesitation in recommending your services to my client.

best regards,

Robert Field

AIMS Accountants for Business

April 2008

Frazer Yorke - Greenacre 2000

Dear Frazer

I would like to commend you on the level of service you provided whilst laying the new turf in our garden.

Free advice and information was offered at all times throughout the planning stage and regular site visits leading up to the day of application led to a very successful final result.

Following the completion of the new lawn we were provided with a full colour information brochure that offered advice on all aspects of caring for and maintaining our new lawn, as well as continued verbal advice from Frazer himself.

The lawn has been transformed and I would not hesitate in recommending Frazer to any of our clients due to the high level of knowledge Frazer is able to offer and the care he takes in his work. This high level of service was also provided at a competitive price.

Thank you Frazer.

Des Simmons

Managing Director

Bournecoast Property Agents

Mr. & Mrs. R. G. M. Bowater

29th January 2008

To whom it may concern,

I wish to write to thank the staff at Harold G. Walker, especially Mr. Martyn Hudson.

Recently I have had to use their services for different reasons and they are always extremely polite, friendly and professional.

Mr. Martyn Hudson particularly, upon receipt of a referral, passes it immediately to whichever department it relates to and within three hours I have not only received a phone call, but an appointment has also been made, usually for the next day.

I would have no hesitation in recommending H.G. Walker to anyone.

Yours sincerely,

ROBERT G. M. BOWATER

30 January 2008

Mr R Hughes

Daisy Chain Florists

930 Wimborne Road

Moordown

BOURNEMOUTH BH9 2DH

Dear Rob

This is a testimonial to you on behalf of me and Miss S\*\*\*\*\*D.

Miss S\*\*\*\*\*d rang you to order a floral tribute for her companion, Miss H\*\*\*\*\*s, funeral tomorrow, Thursday 31 January. Not only were you able to provide this, but your wife called to see Miss S\*\*\*\*\*d at her home in order to discuss the tribute.

She was 'over the moon' and rang me to thank me for recommending such a brilliant, courteous and professional florist.

Yours sincerely

ROBERT G M BOWATER

John Palmer

A Plan Insurance

30th September 2009

When, following one minor claim, our van insurance cost increased five-fold, we decided to ask A-Plan to see if they could come up with a better quote. We were delighted to be offered the same cover for less than half the price. They were also able to save us a small amount on our shop insurance as well.

We were very pleased with the way A-Plan made sure they found us the best deal possible in a quick and efficient manner, and wouldn't hesitate to recommend them to any of our customers and friends.

We look forward to doing business with A-Plan for many years to come.

Rob Hughes

Daisy Chain Flowers

Sue Pain

Ideal Mortgage & Finance

10th August 2007

Dear Sue

Re: Mr H\*\*\*\*n

Thank you for your letter of 8th august and for your very kind words.

In exactly the same vain could I just say how refreshing it is to receive the kind of assistance that you and your colleague gave to me without wish I think there is little doubt that a speedy conclusion would not have been possible.

Mark Taylor

Trail & Co

December 2007

## TESTIMONIAL

Martyn Hudson & HG Walker Solicitors

Dear Martyn

I would like to send my thanks and appreciation to Martyn of HG Walker Solicitors.

I needed some advice from Martyn regarding a contract. He was very prompt in arranging a meeting and he has a very discreet and professional manner. I was impressed with his extensive knowledge and guidance.

I would not hesitate in recommending Martyn and also to speak to him again regarding personal matters.

Katharine Cane-Lewis

Travel Counsellors

Frazer Yorke

Utility Warehouse

Nov 09

It was difficult when my Daughter recently left home to move in with a friend and gain her independence. Wanting to allow her to make her own decisions yet wanting to steer her in the correct direction was a difficult task. When she signed up to an electricity company it appeared that they had made a hard sell on her and gave her information that was incorrect so I introduced her to Frazer Yorke of The Utility Warehouse. Having known Frazer for a while I was confident that he would treat my Daughter fairly and his advice would be the best available. Frazer met with Becky at the time arranged, spoke to her about her options and was able to guide her through the process of aborting the sign up process she had already started, and even better Becky is able to make savings on her electricity bill also.

I would be only too pleased to actively seek referrals for Frazer and I thank him for the service he offered to Becky.

Matt Steele

Conger Electrical

Dear Sue

I would just like to thank you for all the work you put into finding a new mortgage for us. You made it effortless and kept us informed throughout.

I was particularly impressed with your ability to get things done virtually instantly, rather than the four to five days plus it may normally take.

Nothing was too much effort, even offering to 'belly dance' to get things done in time!

Thank you for your expertise and determination.

Yours sincerely

Dr Nick Blackwood

Stour Chiropractic Clinic

Ken Bullock

## Plumbing and Heating Christchurch

14th May 2009

I would like to thank you very much for repairing my central heating in March. I had talked to you and listened to your 1 minute when I have been a substitute for a member of your chapter. I have listened to you advising us not to leave our boiler service and repairs until the winter. Well I was guilty of that and kept hoping the tune the boiler made each day and it deciding to switch off the heat and water only when the boiler wanted to would continue past the cold spell.

It didn't last! I came home one evening it was very cold! Only silence from the boiler. I called you the following morning, you collected my home keys from the shop, took directions to my home and where the boiler was located, and repaired my boiler. There was no mess, the boiler is now working beautifully and not a murmur it is silent!

Ken, I will not hesitate to recommend yO,ur heating or plumbing services to anyone your workmanship is of a high standard at a realistic price.

I wish you the best of luck in your business and once again thank you for your high standard and quality of service

Richard Flynn

The Ironing Butler

December 2007

### TESTIMONIAL

Jonathan Mosely - Espere

Dear Jonathan

I would like to send my thanks and appreciation to Jonathan of Espere.

Jonathan came to see us to discuss marketing ideas for our business. Jonathan has extensive and in depth knowledge of the marketing industry and what he doesn't know is probably not worth knowing!

We spent quite a considerable time discussing ideas and various ways of advertising our business. Jonathan opened our eyes to how we should think about marketing our business and the way forward for us.

I would not hesitate in recommending Jonathan to anyone looking to market their business or service successfully.

Katharine Cane-Lewis

Travel Counsellors