

SUE FAGAN

DAYTON, OH

Feb, 2011

To the owner of Alec's spa and salon.....(KIM)

First off, I have to tell you that I am forever indebted to Barbara for introducing me to "KAREN" and your salon. I can say that over the years I have been to lots of salons and have met many operators, none of which can compare to what I found at Alec's.

On your card, it states "experience the difference", well, I have, and in my opinion, I had a wonderful experience. Your salon is absolutely stress free and so comforting to me that I feel I must scream to the tree tops. My thanks go to you, Kim, for putting your customers in front, and helping them feel "special". The professionals in your salon are so unique and, yes, caring about how they cater to everyone seeking their talents. This is what separates you from ALL THE REST.

Friday, when I walked into your salon, I felt that I looked my age, 77, and probably older. After Karen, God bless her, had finished with me, I know she knocked off 25 years!!

And that warm towel at my neck when Karen was rinsing my hair.....WOW! NEVER HAD THAT BEFORE! Karen cares!

Everyone in your salon is so compassionate...their eyes speak the truth and I found there is a sense of built-in-happiness. You, Kim, have brought that to the surface, but mostly by having the RIGHT PROFESSIONALS TO MEET AND GREET PEOPLE. My!!!

I really look good after being in the hands of Karen that cares. My husband, LOVES THE LOOK, and he does come first.

Thank you, Kim, for truly loving what you have given the public. You have made my day and thanks to Karen who really knows how to handle my hair. You ALL are forever in my prayers for I am so thankful being a part of the "in group".

Sincerely,

Sue