

2Mar19

Inver Grove Toyota

Attn: Jeff Stearns, General Manager

1037 50th St E

Inver Grove Heights, MN 55077

Jeff Stearns,

I am writing to you with a compliment for your salesperson, Jim Hayes.

I did my on-line work to find a used RAV4, but did not look forward to having to deal with a dealership salesperson. When I felt ready, I made time in my day to visit two dealers.

Inver Grove Toyota was my first visit, and Jim was randomly chosen to work with me when I walked in the front door. My experience with Jim was absolutely excellent.

Very little sales pressure. He listened to my research and car requirements, and clarified for me that I had misinterpreted some safety equipment that I wanted on the car. So my research was in error, but he tried to find a car that would meet my specifications.

My color choices were, in order of importance, Red, Blue, White. He found a car in your inventory, and said to me "I found a car that has what you want, but it is not the color you want. Would you be willing to look at it?"

I agreed, and he had it brought around for me to see. I told him I did not need to take it for a drive, and that the color was acceptable (Silver).

The price was reasonable, and I bought it. Jim made me comfortable throughout the buying process, and I thank him for that.

In 1990, I bought a Toyota Celica from you folks, and had a similar salesperson experience. I will remember that the next time I need a car.

From my working experience I know that the pleasant attitude and helpfulness of employees starts at management levels. My experience at Inver Grove Toyota was excellent, and I will be happy to return the next time I need a car.

Yours truly,

D Russell Cummings



981 Arbogast St, Shoreview, MN 55126