

***We would like to share with you a recent email we received...***

"We're planning a trip to Hawaii in a few weeks and my wife had ordered some gear for me, herself and our little girl while I was out of town. When I got back and tried on the mask, it didn't fit well. My wife got on the phone and got a hold of Steve. He recognized the problem and recommended a solution. He was also able to get them ordered with my glasses prescription.

I overheard half of the conversation as my wife and Steve discussed the prescription process, how to make the exchange with the mask that had to be returned and receiving the return credit, suggestions on the best way to ship the returned item, and the hassles he had with a system that wouldn't accept a credit card. I was listening to this still licking my wounds from a customer service experience I had just had trying to get my prescription from my eye doctor. The incompetence I had dealt with, the excuses, the delays, and mistakes over a simple request. Steve dealt with a complicated, multi-faceted, special request quickly, courteously, and professionally.

Posted by Amy Sanders

Created on Thu 01 November 2012 09:53 - Last updated Thu 01 November 2012 09:58

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I've had my share of dealings with service agents from all professions and am more times than not left unimpressed. Steve is the example of professionalism to which all should aspire. We thanked him over and over again while on the phone with him, but I'm sure he'd like to hear if from you. Please thank him again for us when you speak with him."

Respectfully...

Scott and Michelle E.



### **Speed up Joomla**

Joomla now has support for Gears, which adds new features to your web browser.

[More information...](#)

After you install and enable Gears most of Joomla's images, scripts, and CSS files will be stored locally on your computer. This speeds up page load time.

**Don't install on a public or shared computer.**

Install Now Cancel    **Gears Status**

Gears is installed on this computer but is not enabled for use with Joomla.

To enable it, make sure this web site is not on the denied list in Gears Settings under your browser Tools menu, then click the button below.

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**However if this is a public or shared computer, Gears should not be enabled.**

Enable Gears Cancel **Gears Status**

Gears is installed and enabled on this computer. You can disable it from your browser Tools menu.

If there are any errors, try disabling Gears, then reload the page and enable it again.

Local storage status: Please wait! Updating files:

Close //