

**Dear Sir/Madam**

We recently visited our local Brockville PJ Pets store and have been looking for a ferret, our experience with the store up to that day has been amazing and we buy all our supplies for our dogs and a rabbit there, however yesterday was perhaps the greatest service we have ever received. We were being looked after by Sarah Murr and she has went above and beyond her job to help us with the purchase of our ferret, his cage and other items, she was highly knowledgeable on the subject and we felt like she was our best friend and not a store employee. She spend a great deal of time helping us out and no matter how many questions were thrown at her, she did not get irritated if anything she was more then happy to answer them and add a little more to them as well. We are very happy with our experience, if more stores had such employees as Sarah perhaps the shopping experience everywhere would be amazing. Thank you for a wonderful service Sarah, your help, time, courtesy and kindness is more than appreciated. A happy customer.