

Richfield Interagency Fire Center



2031 S. Industrial Park Road
Richfield, UT 84701

Phone: 435-896-8404 Fax: 435-896-0376

January 16, 2020

Ava Rabago, Sales Executive
Russ Bassett Corporation
8189 Bryon Road
Whittier, California 90606

Dear Ava,

On behalf of the Richfield Interagency Fire Center, I would like to thank you and the Russ Bassett Corporation for the time, energy and work put in on behalf of our project.

As our dispatch office prepared to moved to a new facility, I was tasked with obtaining dispatch workstations to accommodate our office and employee needs. As a wildland fire dispatch office, it is often hard to find furniture both in design and function that facilitates our unique assignments. As I worked with multiple furniture companies, Russ Bassett, quickly rose to the top of my desired furniture list.

The service and care you provided even from our initial conversation far exceeded the service I had received from other companies I was also working with. From the first conversation with you, you were engaged and willing to put in the work to ensure our office received the best product possible. I remember several lengthy design meetings that were had in which you and your team presented multiple options and then spent the time working with me to get the design just the way we wanted it. Throughout the process, you continued to follow up with all the necessary work to be completed prior to installation. I sincerely appreciated the site visits you were able to make as you traveled to somewhat nearby locations for other work purposes.

Even with a very busy schedule and simultaneous projects going elsewhere, I truly felt your dedication to my office and our project. You and your team made the experience seamless and as stress free as possible. Without your extensive knowledge of the process and consistent follow through the project would not have gone so smoothly.

Based on my experience, I would not hesitate to recommend Russ Bassett and its products to those looking for excellent console furniture. In fact, I have already recommended you and your company to others in our field.

Again, thank you for your superior service.

Sincerely,

Celeste Hancock
Center Manager
Richfield Interagency Fire Center