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Building Lasting Relationships

Jeff A. Smith
President - Midwest Division

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John Bartelt
Bartelt Aviation, Inc.
Kirsch Municipal Airport
1301 W. Lafayette
Sturgis, MI 49091

John:

I wanted to give you some honest feedback on the process with Bartelt Aviation in buying my 1988 Saratoga, N9137E.

I have the opportunity of working with many service organizations all over the country. We give top notch service to our customers at Ryan and I expect the same level when I deal with a firm such as yours. Unfortunately, I don't always get it.

In Bartelt's case, I got A+ service from the moment I contacted you, Even though you were leaving on vacation. You seemed to know how important this transaction was to me. I was impressed with your accurate and open portrayal of the plane and I can tell you that I have put about 15 hours on it in the first week and it is better than advertised.

Your professionalism and knowledge is impressive. I would highly recommend you and your firm to others looking for aviation acquisition services and would be happy to be a reference for you.

You have a raving fan!

