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LETTER: Champ Burger is champ in customer service

Last Friday night, we made a trip to Champ Burger in Primrose, as we do often on a Friday evening.

We placed a take-out order for our family of four that night and headed back to my son's house to watch the ball game and eat our dinner.

When we got there, we realized that we were short one burger in the order of four different meal deals.

We were disappointed but not angry as we understand these things can happen on a busy Friday evening. I decided to call and let them know as I thought they would like the feedback.

The girl who answered the phone passed me on to the owner, I believe. He was very apologetic and I told him not to worry about it, but I didn't feel like driving back to get it, and if he just wanted to give us the burger next time we were there that was fine.

He said, no, that was not fine and then asked where we live.

When I told him we were on the 3rd Line of Mulmur, he said he would have someone take it out to us.

I told him that was not necessary, but he insisted.

About 20 minutes later, he arrived himself with the burger, four dishes of ice cream and gift certificates for Champ Burger meals, as well as, again, being very apologetic.

I made it quite clear that we had never had this happen before and it really was not a big deal. It is very refreshing to know that there are still businesses out there that understand the value of customer satisfaction.

Thanks so much to the owner of Champs for your dedication to customer service. We will continue to go there for their great food as well as outstanding service.

J. Shaw
Mono