

My Ref: 091005-A2BT
Your Ref:

A2B Taxis (Truro)
Polsken Farm
Trispen
Truro
Cornwall
TR4 9AU

09 October 2005

Dear Sir/Madam

RE: Taxi Service – Compliments

I had the experience of dealing with your company this weekend just gone, and I would like to say what a pleasure it was dealing with your company.

Due to false information given by national rail enquiries, I missed my last train from Truro Station to Plymouth by just a few minutes. I spoke to a driver in 'Car 4' who got me a price for a taxi between Truro and St Austell, as I could have caught the replacement bus service from St Austell to Plymouth if I could get there before the bus left. I declined to take a taxi due to the cost, not because it was over priced, but due to the fact I didn't have enough money upon me to pay the driver in full.

I then asked about the last coach from Truro and the driver of 'Car 4' radioed though to your control room to ask, I was given a time, but to my dismay the coach should have departed 4 minutes prior at 21:30.

I said my thanks, and started to walk down towards Truro City Centre, when one of the other drivers that I had dealt with early on Sunday morning, drove down the road and stopped. He gave me a lift to the coach station, and helped hold up the delayed National Express coach to give me a chance to get home.

I would like to express my thanks to both of those drivers, especially to the driver that gave me a lift into the city centre for there generosity and there help with my predicament.

Its not often that I have come across a helpful cab company with friendly drivers, however, I believe that I have, and I shall use your company whilst I am in and around Truro in the future.

Once again, I would like to express my Thanks towards your company and both drivers. I would be grateful if you could pass my comments on to the two drivers concerned (sadly I didn't gain the second drivers details who drove me down to the coach station).

Regards.



Mr Ben Squance