



**Lutheran Church
School & Childcare**
Lutheran Church Missouri Synod

6914 Wurzbach Road
San Antonio, Texas 78240
210/614-3742
210/692-7554 fax

*"The Lord is
my Shepherd,
I shall not want."
Psalm 23*

Rev. Dr. Daniel G. Mueller
Pastor

Alice M. Klement
Equipping Ministry

John H. Kaster
Pastoral Care and Outreach

Doug Bielefeldt
Children and Youth Ministries

Karl "Tiny" Strelt
Director of Christian Education Intern

F. Timothy Eickstead
Director of Operations

Frona McGulre
Administrative Assistant

David Kottwitz
Property Manager

Susan D. Gary
School Principal

April 24, 2003

Car Pro
Attn: Roy Baird
13827 San Pedro
San Antonio, TX 78232

Dear Sir or Madam,

The opportunity to share the positive impression that I have of the wonderfully professional work accomplished through the efforts of Roy Baird and the staff at Car Pro is a welcome task. In the past ten years, I have had the chance to know Roy as a customer and friend. He is professional, an expert in his field and dedicated to helping the customer.

In my experience with Roy there has never been a time that phone calls were not returned and assistance given in a timely manner. Even if my question is one to simply help a teacher on our staff with a problem, he takes time to answer it. Whether the question is one that will bring his business income or simply to help another individual it is answered promptly with knowledge and professionalism. He lives his values out in the service that is rendered to friend or stranger.

The type of service that is given by Car Pro through the leadership of Roy Baird is filled with professionalism, character, and service. I never fear when recommending his shop to a friend. They always come back to me with a word of thanks and a story to tell of how their experience was fair, honest and positive. You can't ask for more than to know that when you refer an individual to his shop your good name will be preserved by the manner the employees under Roy's guidance treat others.

In the highest sense of the word, Roy is a gentleman who sets an example with his life. He is honest, fair and trustworthy, expecting the same from his employees. Most importantly, he conveys these values to everyone that comes to his business. I am excited to know that his efforts are recognized by others.

Working for Christ,

F. Timothy Eickstead
Director of Operations

*A place of refuge in a stormy world
Called, gathered, enlightened, and empowered by God
To multiply places of refuge throughout our world*