

May 8, 2009

To Whom It May Concern:

It is my pleasure to provide a testimonial about the quality of the Sharp Digital Imager we lease from DCA and, more specifically, about the excellence of the support the company provides. As a church, we are highly dependent on the repeated development and duplication of a variety of documents, such as weekly worship bulletins, reports to various committees and the district office, announcements, monthly newsletters and correspondence. I found the machine relatively easy to use for standard functions. However, because I was hired with little experience and no orientation, if anything went awry, I was lost! I quickly discovered that a simple phone call to the company always solved the problem.

After numerous such calls, the representative with whom I routinely spoke – Pamela Falkner – suggested she make an on-site visit to orient me to the machine. Not only did she do so, she graciously and proficiently addressed all my copying and printing concerns – even when some of them related to the computer, not the printer. I cannot say enough about her cordiality and competence. Since that day, my work is accomplished ten times faster and is of better quality, resulting in compliments from the Pastor and members of the congregation. Best of all, I feel more confident in my ability to handle the challenges of my position and no longer cringe when someone asks me to do a mass mailing!

I heartily recommend DCA to any organization that requires quality performance in machine and staff!

*Cecelia M. Taylor*

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