

Miscellaneous



susan [REDACTED]  
<[REDACTED]>  
08/13/2007 03:50 PM

To sftaxi.commission@sfgov.org  
cc  
bcc  
Subject

Ms. Machen:

I am writing to let you know that my husband received customer service from the Black and White Checker Cab Company that went above and beyond excellence.

My husband was en route to joining me at a vacation spot after doing some business in San Francisco. Unfortunately, he left his brief case--which contained his cell phone and his laptop computer--in the Black and White Checker Cab that took him to the airport. Because it was hidden behind a row of seats, it took some hunting and many desperate phone calls to locate it. Anton Ataev, our B & W contact, never gave up, however, and he made sure that it was finally retrieved. He then spent a lot of time (and many phone calls on what I believe was his own personal cell phone during his own personal time) helping me figure out the best way to get the brief case to us. Then, to further complicate things, the FedEx pickup that I had set up went awry, and by the time I had discovered this another full day had gone by and time was running out as far as getting the briefcase to my husband before the end of our vacation. However, before I could even call him, Anton took it upon himself to try to remedy the FedEx problem by personally going to a FedEx store, and, when that still was posing a problem, he decided to go to UPS and personally arrange to have it shipped to us.

Please excuse my overuse of the word "personally" in this email, but as you can see, personal attention and effort has been the dominant theme in our experience with B & W. Both my husband and I are so impressed and grateful to Anton and B & W for all of their help, and felt that you should know how this cab company is treating their customers.

Sincerely,

Susan [REDACTED]

Newport Beach, California

[REDACTED]

For the record, here is the contact information for Anton/B & W:

Anton Ataev  
B&W Checker Cab  
999 Pennsylvania Avenue  
San Francisco, CA 94107  
Phone: 415-285-3800