

## Montgomery High School

1250 Hahman Drive  
Santa Rosa CA 95405

### LH Program for the Certificate of Vocational Education Achievement

**Paige H. Warmerdam**

(707) 535-4681

[pheyer@mhs.srca.k12.ca.us](mailto:pheyer@mhs.srca.k12.ca.us)

**Mary Ann Ciavonne**

(707) 528-5009

[mciavonne@mhs.srca.k12.ca.us](mailto:mciavonne@mhs.srca.k12.ca.us)

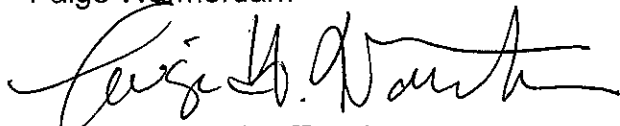
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### **“Outstanding Service!”**

Recently my LaserJet printer started having problems and after calling our school's local help desk, a printer service technician arrived and saved my day!

Although I had been told my printer's "fuser" was probably the cause of the image defects it was having, the technician, Dave, quickly diagnosed and proved to me that it was the toner cartridge that was causing the problem. I was pleased to know that I wouldn't have to pay for an expensive part just to repair my printer but, I was blown away when Dave offered to let me keep his good toner cartridge so that I could keep on printing! He repaired my printer and took on my problem as his own! He certainly earned my personal trust and now I call The Printer Doctor for my service and toner cartridge needs!

Paige Warmerdam



Special Education Teacher  
Montgomery High School