

I stepped into your Cherry Creek location today to inquire about getting my watch band fixed. I was quickly approached by your staff and led to the back of the room to [your service associate] who kindly asked what the issue was. I handed her my watch and within minutes she handed it back to me repaired, good as new. She then thanked me for coming into the store and wished me a great day. I asked her what I owed her for the repair and she responded that since the job was minor, it would be on the house. She then asked me to come and shop with them again. I was floored by this kind of service. I must say that after shopping in the mall that day for over an hour and being approached (and ignored) by mostly cranky, poker-faced sales people, meeting [your service associate] was such a treat. I am no ordinary shopper. I am a career salesman that worked for Nordstrom for 10 years. I am no longer with Nordstrom, but I'm still in sales and can tell you that I typically do not shop jewelers and had not heard of Hyde Park until today, but from now on will only be purchasing my wife's jewelry from Hyde Park. This form of service given by [your service associate] is rare and should be rewarded.

Thank you, you've earned a loyal customer.

~John B.