



Great Lakes Yacht Services

Sales

Service

Storage

Repairs

Dear GLYS Customer,

How can it possibly be time to think about ending the boating season? It is always amazing to me how fast the season is upon us and how precipitously it leaves us, so to speak, high and dry!

It is the high and dry part that brings this letter to you. That is our specialty. We at GLYS know how to take care of your boat. It is our only business. Our techs are trained, through years of marine industry service, to trouble shoot and repair those elusive problems that some others cannot seem to track down. Our equipment is well-maintained and our buildings clean and organized. *We value, you, our customer.* It is for *you* that we go the extra mile. We try to retain our customers with quality care and service – not deal-making. Anyone can promise good service; few can really deliver. We do not want you to wonder if the boat next to yours got a “better deal”. Customer trust is important to us.

Arguably, the cheaper the storage, the better. We would disagree with that statement. You can easily save a few hundred dollars on storage only to be charged more for labor or for some extra service that is required to make your boat winter-ready or ready for spring launch.

At GLYS we are always available to answer questions. Our techs are available for consultation if there is a problem. Because of this you, the customer, become a part of the solving of that problem. We know that you are more familiar with the idiosyncrasies of your boat than we are. At our own expense we go over each vessel in our heated storage facility to give owners a picture of what work might be needed in order to make the upcoming season a boating pleasure. We will do the same for unheated storage customers who want work done after the curtains have come up in the spring or for outside storage customers who want work done after the covers come off of their boats. Many times this inspection can be done while it is still warm in the fall and the work done in the spring.

We hope that you continue to have faith in GLYS and that you plan on bringing your boat back for storage. We will not be raising our rates again before the 2011/12 storage year ends in the spring of 2012. If you have reserved a spot elsewhere and now have any doubts about it, please call and talk it over with Sue Hirsch or Carey Hale. We will split with you whatever you cannot recover from that standard storage deposit with another facility.

You will probably not get the cheapest storage at GLYS but you just might get the best service available in this area.

Thank you for your continuing confidence.

Sheila Turner
Great Lakes Yacht Services

61 Michigan Street
Sturgeon Bay, Wisconsin 54235
(920) 746-6247 - Telephone (920) 743-3444 - Fax
www.glyservices.com