Service above and beyond

Written by Jeff Boyd, Louisville, CO
Thursday, 10 January 2013 14:38 -

I am writing this letter to inform your readers of a Gothenburg resident who was responsible for saving my family's Christmas. On the afternoon of Dec. 22 our family was passing through your fine town on our way to meet our extended family in Michigan. As we were leaving the gas station, the stick shift in our car broke.

The woman working in the store gave us a list of auto mechanics and said call Jim first. I followed her advice and called Jim Stevens owner of Performance Truck & Trailer Repair, and am I glad I did. Jim told me he was out of town at the moment but to call him back if I couldn't find anybody else.

After going through the whole list, our prospects for finding someone to help before Christmas were bleak, so I called Jim back. He told me that it was not a problem and that he would send his son Mitchell out to take a look. Soon Mitchell was there and he spent a couple of hours out in the cold trying to fix the problem.

The right parts would not be available until after Christmas. He was not able to fix it, but he didn't give up. He told me his dad would call me as soon as he got back to town. I received a call around 10:15 that night, it was James informing me that he was back in town and he was going to pick up our car and take it back to his shop to fix.

Around 12:15 a.m. the phone rang, It was James just calling to say that he had fixed our car and that he would deliver it to our hotel. When James arrived, he refused to take any money, despite my insistence.

It is not an exaggeration to say that without the kindness and generosity shown by James Stevens and his family, not to mention the other great people we met, we would not have made it to Michigan.

Given our experience with the wonderful people of Gothenburg, I'm sure it would have been a great way to spend our holiday. Thanks Gothenburg.

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