

OF THESE GOOD GUYS



Renee Turano (left) and Mary Cosenza talk with customer Elaine Ostrowski at the Mama Susi Bake Shop. | JEAN LACHAT~SUN-TIMES

Turano's bakery hops to please

The folks at Turano's Mama Susi Bake Shop on Roosevelt Road in Berwyn know how to treat their customers.

For Easter the bakery sells an Easter

basket — a hard-cooked, colored egg in a basket of cookie dough. I purchase a dozen each year to give to friends. I place the order a week ahead of time.

Last year, when I arrived at the store, I found out that my order had mistakenly been given to another customer. The clerk conferred with one of the owners, who then instructed the clerk

to box 12 servings of tiramisu and then told me to choose 12 more pastries. All of which I was given for free.

I, of course, continue to shop there, and heartily recommend them to everyone. Turano's has also been generous to my employer, St. Bernardine Parish in Forest Park.

Joseph Burgio, Chicago

Garage firm backs its work, by George

In February 2007, my wife and I decided we needed a new garage, since the old one had been damaged by fire when we bought the house. We chose Georges Garages, since they have a store about two miles west of our home.

We received three estimates and Georges was the best offer. They built the garage in April 2007 with a one-year warranty.

Fast-forward to April 2009, and all the electricity went out in the garage. I tried everything (circuit breakers and anything I could think of). I gave up and planned to call an electrician, since the garage was two years old. My wife wanted me to call Georges, since the garage was only one year over the warranty.

After debating my wife for a week, I called Georges and was surprised when they sent out an electrician. He informed me that they would have to run a new line from the garage to the house. He ran temporary wires to the house until it was dry enough to dig up the ground to make the connection to the house.

To my surprise, they did not charge me a dime.

Last month, someone ran a car or truck into my overhead garage door and stole all of the contents in the garage. I called Georges Garages again and asked if they installed overhead doors. They do not, but they gave me a referral, and not only was this guy the cheapest, he came out on a Sunday and installed the door. I think this company deserves recognition for the good work they do, and standing behind their work.

Derrick A. Thomas, Chicago

Pharmacist dispenses his time, too

I want to give Archer Pharmacy, 6456 W. Archer, and its owner, Jack Lazzara, a little credit for being so wonderful. He takes time every day, or shall I say four times a day, to let customers talk to him alone about any prescription you need advice on.

He has a special veterans plan, they deliver for free in the neighborhood, and he takes time with all the seniors.

Madelon Knight, Chicago

She didn't buy sprayer from Todd, but he took care of it

Just to let you know — there is a Santa and his name is Todd from Ferguson Bath, Kitchen & Lighting Gallery in Chicago.

I had purchased a kitchen faucet set a couple of years ago from a big box hardware store. When my sprayer broke and I went back, they no longer carried the pieces. I found out that Ferguson was a dealer for this item.

Todd said they didn't stock the item, but he could give me the number of the company to call . . . then he said, "Wait, I'll call them for you right now." He did, and the company sent me a temporary sprayer until the real one was back in stock . . . AT NO CHARGE. I received the first one within four days and the real one in a week and a half.

Todd was so nice to go out of his way to do this since I hadn't purchased it from his place. It's great when people go out of their way to be especially nice. If you need any bath, kitchen or lighting items, this is the place to go.

Penny Soergel, Chicago

Ear expert helped her cope with dark days of chemo

My Good Gal is Linda Remensnyder of Hearing Associates in Libertyville.

In October 2008, I was diagnosed with peritoneal/ovarian cancer. I began a very intense treatment of chemo, which could include permanent hearing loss as a side effect.

The day before my second round, my oncologist called and said I needed to get my hearing tested right now! I didn't know where I could get in. I called Dr. Remensnyder's office and explained my situation. They checked with the doctor, then told me to come right on over. She took me right away.

She did a complete hearing test, then fitted me for a hearing aid because I did have diminished hearing. She loaned me a very expensive hearing aid. Every three weeks she monitored my hearing to guard against further hearing loss from chemo.

She was absolutely the sweetest, kindest doctor. I will never forget how much she did for me during my darkest days; she is truly a wonderful human being.

Darlene Anderson, Indian Creek

From Houston, Earl gets Bears fan's heat back on

I called Earl Stoxstell at Aire Serv of Oak Forest around 6 a.m. on Super Bowl Sunday in 2007. It was one of the coldest days of the year and the temperature in the house was 48 degrees. I learned that Earl and his partner were in Houston, but he said, "We'll try our best to help you out."

From Houston, Earl called and had someone open the office here. The technician was at my house within a couple of hours. He fixed the problem.

I was expecting at best for the problem to be fixed on Monday. Instead, I was able to watch my Bears lose the Super Bowl in the comfort of my own home.

I have always received wonderful service in the past, but this time they went beyond expectations.

Norman S. Gonsoulin Jr., Chicago

For more Good Guys letters, check out a longer version of this column at www.suntimes.com.