

Paul Doty, Owner
West Coast Sound and Lighting
1019 N. Emerald Ste. B
Modesto, CA 95351

Dear Paul,

In early 2002, my church, The First Presbyterian Church of Hanford, requested me to look into making improvements in our sanctuary media system. While conducting much research by reading worship leader magazines, visiting other churches, and surfing on the internet, I came upon your web site wctl.org. I initially contacted you about our project and you took the time to come down to Hanford and assess our needs. Our visit was short, due to my schedule, but you took the time to give me some “food for thought”. After hitting a dead end with sound companies that really did not have the vision that I had, I contacted you again and you put me in touch with Matt Cross.

Matt and I discussed the project on the phone and via email a few times and I immediately felt comfortable with his vision for the project. Matt made a trip to Hanford to ensure that what he had envisioned for the project could actually take place. After hammering out a “reasonable” bid, WCSL was awarded the project by a unanimous vote of our governing board.

The equipment was ordered and installed in a timely and professional matter with outstanding results! Most of all, throughout the entire process, Matt was patient with me and willing to go the distance to make sure that we were satisfied with our new sound system. The response of the congregation to the system has been overwhelmingly positive. People who were not able to hear the sermons clearly now comment how nice it is to hear the minister again. People who complained that the music was just too loud now enjoy listening to the worship team because the clarity is so superb with the McAuley line array system that was installed. We have had numerous inquiries about our system from other local churches that are interested in improving the quality of media in their sanctuaries.

When it was discovered that two additional cabinets would be needed for better coverage, Matt had them ordered and installed in less than a week. When we became aware from McAuley that the bolts holding the cabinets in place needed to be replaced, they came in, at their own expense, and switched out the necessary hardware. A few months ago when we had an amplifier go bad on us, Matt ordered one from Crest and had it installed in just one week. WHAT SERVICE!

When we somehow had lost the settings on our new main speaker drive rack, we called Matt right away and he was able to tell one of our technicians over the phone how to reset the drive rack so that we could get it up and running again in a matter of minutes. A few weeks later you and Matt came by to check on the system to make sure that everything was running smoothly. Sometimes I think I have to pinch myself to believe that a company like WCSL can care so much about a customer's complete satisfaction.

In closing, I want to let you know that West Coast Sound and Lighting has my highest recommendation. I would highly recommend your company to anyone considering designing or installing a new sound system. It has been a true pleasure doing business with you.

Rob Bentley
Media Ministry Coordinator
First Presbyterian Church of Hanford