

## IPPCA Names Brenda Sorrells of Exotic Aquatics a Five Star Contractor

Thursday, Nov. 5, 2009, 3:30 p.m., EST

Five Star Contractor Brenda Sorrells, owner of Exotic Aquatics Inc., receives a \$1,000 check from Freddie Combas, IPPCA's director of external affairs. Brenda Sorrells, owner of Exotic Aquatics Inc. in Savannah, Ga., received International Professional Pond Contractor Association's Five Star Contractor Award for 2009. IPPCA presents the Five Star Contractor Award each year to the association member who receives the highest overall customer satisfaction rating.

In business since 1989, Sorrells said she was honored to receive recognition from IPPCA and her customers. "We work hard to do what we do and keep our clients happy -- that's always been our goal -- so this is a very high honor," Sorrells said.

IPPCA created its online customer satisfaction rating form in 2004 as a tool to help association members assess their business practices. The Five Star Contractor Award acts as an incentive for members to use the customer satisfaction rating form, according to IPPCA.

Sorrells received the Five Star Contractor Award, including a trophy and a check for \$1,000, at IPPCA's 5th annual InfoTanza industry trade show held Oct. 21 to 24 in Atlanta, Ga. IPPCA's corporate members, Atlantic Water Gardens and Ewing Irrigation Products Inc., sponsored the Five Star Contractor Award.

Previous Five Star Contractor Award winners include Peter Stopen of New Jersey and Toby Ladd of Indiana.