



October 31, 2012

To: John Williams(Housekeeping Services)

Hi John,

I wanted to pass along some recognition for Sandra who works in our community from one of my RAs:

*"Ms. Sandra [Foxx] is lovely! She should even be given kudos because she will make a conscious effort to check the kitchens if she's cleaning and smells something that could prove to be a fire hazard."*

Ellen D. Hearn  
Community Director | Manning West



**Shop: HOUSING SUPPORT CARPENTRY (591)**

◆ Magnificent work, thanks!

**Shop: SMALL JOBS (511)**

◆ The project looks great!! My Director is very impressed with the work and the results. The workers were so professional. I can't say enough about how great the project looks. Thank you so very much.

**Shop: HOUSING SUPPORT NORTH CAMPUS MAINTENANCE (595)**

◆ GREAT job. Very impressed

◆ Thanks!!!

◆ I thought the convenience and quality of the work done was very nice.

◆ I forgot to mention that our toilet seat was loose, but the worker discovered this problem and fixed it for us without needing to be told. I recommend a pay grade raise for going above and beyond what was requested.

## Shop: PLUMBING (505)



◆ The two gentlemen that came over from the plumbing department did a wonderful job of making sure any water overflow was cleaned up. They left the area totally spotless.

◆ Although I did not see the plumber come to the building, I was told that the problem was handled swiftly and effectively. Chef is very grateful for the quick repair.



## Shop: SHEETMETAL (509)

◆ Thank you for the wonderful service.



## Shop: HOUSING SUPPORT HVAC (592)



◆ Thanks so much! The heater was broken, they came the next morning and fixed it up so well. I wasn't in the room but it looked like no one had been there and the room was warm. Loved it!

◆ They did a great job and were very courteous!



## Shop: OFFICE OF WASTE REDUCTION & RECYCLING (550)

◆ Consistently quick responses and great work always! Thanks!



## Shop: HOUSING SUPPORT SOUTH CAMPUS MAINTENANCE (596)

◆ The technician did an excellent job on my garbage disposal and he went "above-and-beyond" by cleaning up the sink and leaving it in far better a condition than it was when he arrived. Please send him my thanks.

◆ The person who came to fix our shower was so nice! I just wanted to say thank you, especially since I was not sure our problem could be fixed. Our suite really appreciates it!

◆ Thank you so much for your prompt and courteous service!

◆ Thanks for taking care of this so quickly! Great customer service :)

◆ There was super fast response time and the guy was in and out in under 10 minutes with everything fixed. I am very happy that my bathroom is no longer flooding.

◆ ◆ ◆ ◆ ◆

To: Lou Buarotti (Design & Construction)

Hey Lou,

I just wanted to take a moment to send you a note in regards to the work that Alan [Moran] just completed for me in 5 classrooms in the new Genome Science Building. I requested some modifications be made to the podiums in the rooms because the instructors needed more workable desk space during teaching. Alan was able to make a nice drop-leaf style shelf for each podium that matched great with the original wood. Great craftsmanship as always and great customer service keeping me informed along the way - such a pleasure to work with him.

Thanks!

Gina Platz  
ITS Classroom Hotline Manager



**THE WINNER!**



**HAPPY HALLOWEEN!!**