



Jeffrey Smith
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June 3, 2003

Good afternoon Jeff

This is a note of thanks and appreciation to Debbie Washington, of your Client Services department who exemplifies a truly service orientated employee. While we faced challenges at two of our secondary libraries, Debbie provided excellent telephone support. She was efficient, effective and knowledgeable. She communicated clearly and utilized her problem solving skills to help us meet a tight time line.

Other members of your staff have been great, but she stands out. It has been a pleasure working with her. Please congratulate and thank her on our behalf.

Sincerely

Sally Thomson,
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The Spirit is Alive

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