



Providence Medical Center  
Saint John Hospital

*Sisters of Charity of Leavenworth Health System*

May 18, 2006

Les Dover  
Acting Manger of Client Services  
EOS International headquarters 2292 Faraday Avenue  
Carlsbad, CA 92008-7208

Regarding: EXCELLENT SERVICE  
Victor Kulik  
Technical Support

Dear Les:

Victor, Technical Support exemplified **EXCELLENT CUSTOMER SERVICE** on Wednesday, May 17, 2006. Victor was very helpful in my solving the serial issues that I had. Victor spent 30-45 minutes with me helping me with the several issues. He helped me to establish the URL as a favorite and shortcut. Then he explained how to enter the special issues of the serials as supplements and how to re-enter the issues in sequence.

Victor was very kind and patient. He also said that he would research any training options that would be available to me.

***No complaints. Just exceptional service!***

Thank you very much.

Best regards,

Sarah Beck Kirby, MLS, AHIP  
Medical Librarian  
Providence Medical Center  
Saint John Hospital  
8929 Parallel Parkway  
Kansas City, Kansas 66112

**Providence Medical Center**

8929 Parallel Parkway • Kansas City, Kansas 66112-1689 • 913-596-4000

**Saint John Hospital**

3500 South 4th Street • Leavenworth, Kansas 66048-5043 • 913-680-6000

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