

Mellomida, Shelly

From: RHONDASAYLORS [REDACTED]
Sent: Monday, January 19, 2004 9:17 PM
To: RHONDASAYLORS [REDACTED]
Subject: Shelly- letter of appreciation

Attn: General Manager Bob Childress 1-19-04

I am writing this letter to inform you of a superior employee who works for your company. Shelly Mellamida demonstrates professionalism in handling matters on my account and should be used as an example to her peers. I find her customer service techniques and work ethics to be extra ordinary. She is definitely an asset to you and her students. Her concern, patience and persistence carry out beyond the call of duty.

Shelly Mellamida has extended her help to me on multiple occasions, over the phone and through e-mail. She always finds time to help or acknowledge me when I need one-on-one assistance. She has helped me in target my problem areas and has given me the initiative and motivation to continue when I have doubted myself. It is a nice to know someone cares enough to call and say, "Rhonda, why you are missing class and not achieving your goals. What can I do to help you get back on track?"

I would like to commend Shelly for how she works to portray her professionalism. She is an exceptional person and employee.

Sincerely,

Rhonda Saylor