

From: ngw@postmaster.po
To: Aluotto, Peter
Cc: Medrano, Maricela
Subject: Ms. Maricela Medrano de Luna (UNCLASSIFIED)

Classification: UNCLASSIFIED
Caveats: NONE

Dear Mr. Aluotto:

I want to compliment one of your excellent employees, Ms. Maricela Medrano de Luna. She went to great lengths to help me when I was applying for my Variance Requests during the last week of December 2008. She had displayed a positive attitude toward providing quality customer service.

She was very professional when recognized my problem was the County Staff Error in approving my Site Plan. She knew just what to do to help me in solving my problem quickly. Without her support and service, I probably would not be able to complete my Variance Request forms on time for the hearing on February 27, 2009.

Overall, I had received the fantastic service from her. Such service builds great working relationships.

Respectfully,

Anh-Luan "Allen" Danh
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