

From: Colleen Carr <ccarr@commodorebuilders.com>

To: Dianna Kinosian <bostonsbestbar@aol.com>

Sent: Thu, Mar 30, 2023 3:18 pm

Subject: RE: Customer service follow up from March 16

Hi Dianna,

Everything went well, as usual! Tom and Kim are both easy going and make a good team.

But I did want to let you know that Tom really went above and beyond. He has a great attitude. The new space is farther away from the ice source. No problem! He even helped out cleaning up water that had drained out of the cooler we use for soft drinks. Our employee in charge of that had failed to put the plug in and we had a small flood. He saw it and immediately jumped into action. I'm not sure that anything could ruffle him.

Quiet competence and proactive professionalism – much appreciated!

Thanks,

Colleen