


December 16, 2019



Ms. Patricia Maisano  
County Treasurer  
313 West Market St. Suite 3202  
West Chester, PA 19382

Dear Ms. Maisano,

A week or two ago, I applied for a lifetime dog license for our new puppy, Molly. This is the fifth license I've applied for over the course of 18 years; however, I still managed to miss sending in one of the forms.

Melanie Richmond was beyond wonderful in helping me get that form completed and receiving the license. She called me personally to tell me what I needed to do and checked with me periodically to make sure I had all the information I needed. It was my error however; Melanie never sounded annoyed or rushed. Her demeanor was extremely professional and kind. She made the whole process enjoyable.

I can only imagine the number of requests you receive for all sorts of licenses, yet Melanie made me feel like a valued person and a valued citizen of the county. While I'm recently retired, I had occasion to work in customer service and train customer service personnel. Melanie is the real deal. She wasn't reading from a script or sounding professional just to sound professional. She was just plain kind and helpful.

Thank you for allowing Melanie and others in your office, to truly service your clients. It makes a world of difference.

I wish you a happy and blessed holiday season.

Sincerely,



cc: Melanie Richmond