

Ms. Maisano,

Today, I had the pleasure of talking to Amy on the phone to request a tax document.

Amy was kind, pleasant, and customer service oriented.

I greatly appreciate her warmth and helpfulness.

(When I asked her, "who's your supervisor so I can tell them how helpful you were?" She was slightly reluctant and humble about giving out that info. You have a really great employee there! Go Amy!)

Sincerely,