



August 8, 2003

Dr. Timothy A. Mousseau
Forest Hills Neighborhood Association
2507 Stratford Road
Columbia, SC 29204-2339

Dear Dr. Mousseau

Thank you for your letter commending the service you received from Letter Carrier Cheryl Miller of the Edgewood Station in Columbia, South Carolina. Much of the extra effort provided by our employees goes unrecognized, so your comments are appreciated.

It is always gratifying to receive a letter that applauds our employees for clearly exhibiting the attention to customer service that you expect and deserve. It is obvious from your comments that Ms. Miller is a professional who cares about her customers and goes the extra mile to ensure that they receive the very best customer service. The attitude she exhibits and her interaction with her customers show that she truly feels they are special and takes pride in serving them. This kind of responsiveness and professionalism reflects favorably on our organization and the caliber of employees we have working to meet our customers' mailing needs.

Excellent service should always be recognized. To show my appreciation to Ms. Miller, I am sending her a copy of our correspondence, along with my personal thanks for a job well done. I am also sending a copy of our correspondence to Greater South Carolina District Manager of Customer Service and Sales Larry Jones so that he, too, will be aware of our appreciation. Mr. Jones will ensure that copies of our letters are placed in Ms. Miller's Official Personnel Folder

The voice of the customer is very important to this organization. Thank you for using yours to bring this quality performer to my attention.

Sincerely,

A handwritten signature in cursive script that reads "John E. Potter".

John E. Potter