

Sent: Wednesday, September 07, 2005 3:19 PM
To: Rdavidson@hopkinsmn.com
Subject: Thank You

Hello!

I just wanted to send you a quick note to let you know what an excellent staff you have working for you. Yesterday I sent an email to a Kersten Elverum about when permits were pulled on my home I purchased last year. Kersten responded to my email quickly that she didn't have the answer but I would receive one shortly from Debbie Sperling. Sure enough, not long after I received a message from Debbie with all of the information I needed. She answered some other questions I had in a timely manner. I was "wowed" at her response time and knowledge. I am a hiring manager for an organization that runs solely on our customer service skills and I have to say I wish I had more people like Debbie working for me.

Thanks to you for your team, you obviously have done a great job training them.

Anne Bodin, CRP
Manager of Relocation Services
SIRVA Relocation LLC