

Appendix C

EXcellence in Action

A client who wishes to remain anonymous sent an email to Elaine Huras and Don Leddy on February 2nd; “We thank your for your unwavering professionalism that you have demonstrated throughout this adventure. Your listening and your efforts have facilitated business communications by making them much more human. We needed to tell You. Also, We are looking to the future with great optimism, and hope that we will soon have the opportunity to work with you again.”

Jennifer Foster received an email from Janet Latremouille of Humber College; “Jennifer, I can't thank you enough for helping to set up Laura's guest speaking "visits" for my class, this year. I know it's not easy organizing multiple people but you always make it so easy for ME and I really appreciate that. In past year's you've been a huge help - getting me and my students DOWN THERE to the Beanfield Centre. Just bummed that last year we had to BAIL because of COVID. I know you get bombarded with so many emails and requests and you keep yourself and Laura and who knows WHO ELSE all organized and on track. AND you do it with such grace and are always so positive...so THANK you so much.”

Warner Strauss of **Y The Last Man - Season 1** sent an email to Barbara Outschoorn on February 23rd; “I just wanted to say a quick thank you to you and your team. Despite multiple delays and schedule change due to COVID or otherwise, everything went off without a hitch. From Show Tech, to your Electrical services to turn off lights, to Lisbeth, to David Lyew, and a few more people I'm gapping on, everybody. I particularly wanted to mention Sarah, whose fastidious attention to detail and coordinating skills was exceptional. Nothing slipped past her. Again, Thank you.”