

Appendix C
EXcellence in Action

All quotes below are printed with the permission of the client as noted.

Marleen Duval sent an email dated October 8th to Richard Bonnick, Event and Meeting Coordinator, Andrew Landrigan, Event Services Manager, and Ryan Borshuk, Production Coordinator; “On behalf of our company, Build a Dream, I would like to extend my gratitude to you for the successful event that we had on October 5. As you are aware, Dreamer Day 2022 was a very important event for our company, and it would not have been nearly so successful if it hadn't been for your superb service. Nothing was too much trouble, even when I asked for some scissors for our tattoo booth. :-) Richard, Andrew, Ryan, and Stirling, you all went above and beyond our expectations and we are really grateful for your help and support of our event, and our mission. I am confident Dreamer Day 2022 changed the lives of many people and a lot of that success is a result of your patience, support, and kindness towards myself and my coworkers.”