

July 21, 2016

Gainell Johnson
3338 Michael Drive
Marina, CA 93933

Dear Sir,

I was just thinking that I am most frequently walk-in to pay my bill and started to wonder why. One reason is the opportunity to briefly enjoy the view but more than that I enjoyed seeing the staff. I think the most remarkable fact is the consistency of the team's ability to provide service beyond my expectations over time.

Research indicates that when a customer receives disappointing service, he is likely to tell at least ten people of the poor service but those who receive excellent service will tell only one or two people. I am writing to proclaim how much I appreciate the great service I received yesterday and over the past sixteen years.

I have personally experienced the staff's ability to listen to the customer concerns and offer helpful solutions leaving customers with a positive feeling about their experience. I have personally observed the professional way staff interacts with customers. I have been impressed with the staff's work ethics, excellent customer service skills, dedication, responsibility, and a high degree of integrity.

I recently experienced problems regarding my water usage, and I wanted to let you know how much I appreciate your staff: Susan Keifert, Barbara Montanti, and Megjann Fontano. The staff was able to handle the issue quickly and courteously. I especially appreciated their willingness to go over and beyond "the call of duty". Barbara Montanti and Susan Keifert have worked at Marina Coast Water District as long as I can remember.

I cannot tell you how amazed I am that Barbara seemed to remember me and how surprised I was to get a call regarding changes in my water usage. Not only did she alert me to the problem in a professional manner, but provided helpful information and a referral to Dani Walker, Water Conservation Specialist I. I have been impressed with her work ethic and friendly personality. Barbara has a caring approach, and she is a true professional.

Susan is self-confident and proactively helpful. She is extremely attentive, and she listened to all my concerns with lots of patience. I am impressed with her ability to provide the resolution quickly which exceeded my expectations. She provided timely and helpful advice regarding my issue. She also demonstrates superlative work ethic, friendly personality, and ability to work well under pressure.

I recently met "Ms. Meghann" and found her to be assertive in her communication and professional in her interaction with customers. I am impressed with the support she receives from the team.

Please accept my gratitude towards Susan, Barbara, and Meghann for their speedy and efficient service. Over many years I have noticed and appreciated the courteous, professional service I have received.

Excellent service makes your customers feel that you care about developing a long-term relationship that means more than just collecting payments. I hope the Water Board understands the importance of having **REAL LOCAL PEOPLE** handling our concerns. I believe personal service will ensure that your customers are more apt to appreciate the service but more willing to work with staff to resolve issues thus helping Marina Coast Water District realize its vision.

Unlike the current research, I am going to tell at least ten people how much I appreciate the staff of the Marina Coast Water District. Thank you!

Respectfully,


Gainell