

BAYLOR PEDIATRICS

From: Prijic, Olha [mailto:OlhaP@BaylorHealth.edu]
Sent: Friday, March 26, 2010 8:46 AM
To: 'Mary Spencer'
Subject: Customer Service Letter

Dear Ms. Spencer:

I am writing to thank you sincerely for the excellent experience I had working with your company during my \$11,000,000. renovation project. It has been a little over a year now and we are so pleased with the quality, durability and appearance of all of the furniture you helped us select. Working with Kala, your designer was such an enjoyable experience as well. Not only was she extremely personable and fun, she clearly heard what I envisioned for my unit, presented me with so many different options and guided me to make the right selections. To be honest, I looked forward to our meetings with your company because I considered our meetings as a "treat" and a pleasurable part of this huge project.

Thank you for this experience,

Olha Prijic RNC, BSN
Clinical Manager
New Family Center 214-820-7670

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