

From: Jessica Diekmann
Sent: Friday, April 08, 2016 10:56 AM
To: Joe Kim <jkim@Piecemanagement.com>
Subject: CKJM - Macy's Newport - Installation Crew
Importance: High

Joe,

I wanted to express my sincere gratitude to you and your installation crew on 3/29/16 at Macy's Newport in Jersey City. I was personally overly impressed with the politeness, mannerism, and extra efforts they made to make sure the shop installation was a huge success.

When I arrived on site, Rob was there to make sure we got onsite, and immediately caught us up to speed on the challenges that had arisen that morning. The crew work well together and remained professional the entire time. As you know, we came into some challenges, but they were immediately discussed and resolved quickly and the install moved smoothly.

I also noticed how clean the space was at all times. They were constantly cleaning up trash, vacuuming and making sure the space was never overly crowded with debris. All tools and bags, screws, etc. were left off the fixtures – which is a huge plus in my book!

I know, as a whole, your staff is always well mannered and favorable to us at idX, but I wanted to give them extra feedback personally because I was there to witness the excellence first hand. Keep it up! We truly appreciate your partnership with us at idX and your ability to make our lives so much easier on jobsites!

Thank you,
Jessica



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Where Ideas & Expertise Intersect