

Mr. Boucher. Good afternoon. My name is Scott Kiner and I am the Service Center Manager for Applied Industrial Technologies here in Tucson,. I just wanted to say that we had the privilege of having your technician Todd come and do some work for us today. I wanted to drop you an e-mail to inform you of the wonderful job he did here! Not only did he fix our issues, but he was thoughtful, patient and courteous to the point of making sure we all knew how to operate our Avaya phone systems. I have employees that have been here for 30 years that did not know how to use the system to it's potential, Including myself. Please know that he did a fantastic job and he is a credit to your organization!

Most often, we hear of the "negative" things contractors do in terms of their work. But it's nice to note the positive ones and that is what we experienced with your employee Todd.

Kind regards,  
Scott