



July 2014

WELCOME ABOARD

Brittany Huff—Receptionist

Edwin Toy—Supervisor

Brenda Fisher— Mail & Courier Clerk

CONGRATULATIONS

Dave Crowell from our Fairfield, CA client shared that "**Karmen Thompson** was recognized by one of his busiest clients, the Surgery Department. They gave him a signed certificate and a \$25 Red Robin gift card because he always goes above and beyond to meet their needs."

Beverly Barnes, IT Project Coordinator for our Cincinnati, OH area client wanted to express her appreciation to **Faye Carter** for her help assembling an internal document necessary to finalize her project.

Quoting Kelly Mitchell, Partnerships & Promotions Specialist at one of our large corporate clients in Louisville, KY: "I just wanted to let you know how much I appreciate the OMG help with the gift cards, especially for the last big order. **David Brock** did such a great job of keeping the Gift Cards organized and ensuring we were staying on track. **Tori Gray** was a big help in checking all the gift cards and making sure these were in order and I appreciate the other OMG help in wrapping these. **Tori** also has been such a help with labeling the one-off shipments and online stickers for quick turn-around deliveries."

Meg Byus, CSR in Claims Inquiry at one of our Cincinnati area clients shared: "I just wanted to let you know that **Melissa Lukemire** is always so helpful. She's very efficient and knowledgeable and so willing to help with whatever my needs are. I'm so glad she's a part of your team! Thank you!"

Kim Girdler, Executive Assistant at one of our Louisville, KY clients shared: "I wanted to let you know what a wonderful job **Tori Gray** did yesterday and how helpful she was. We had a meeting in the 2nd Floor HUB space yesterday and had multiple "technical" difficulties. **Tori** was extremely helpful in assisting me in trying to get these issues resolved and made things a lot easier to deal with." In addition the client's Customer Service Department received the following feedback. "I called in about a survey I received in my email and spoke with a receptionist who said she would transfer me. She was very nice and her voice was very pleasant. There is a certain way of talking that is welcoming and she has it. It was as if she was happy and pleased to hear from me and she made me feel welcomed." The receptionist they are referring to is our very own **Cati Odle**.