

From: Iani Summerville
Sent: Wednesday, December 16, 2009 10:39 AM
To: Jairo A. Munoz
Cc: Bill Phair
Subject: Chair

Dear Alex,

Thank you for going above and beyond the call of duty Monday for me. I can't tell you how appreciative I am that you took the chair that you packed for me up to the UPS drop off center in Pittsfield before they closed. My client was really upset that day and insisted that I get the chair shipped in order to arrive before the weekend. I could not have managed that without your extra help! Thank you again for prioritizing and helping local businesses like mine succeed.

Very best and happy holidays

Lani Summerville