

Bret,

I'd be understating the fact if I said your employee Jennifer from your Sequim based Quality Inn, was anything short of exemplary when it comes to due diligence. We left a couple items in our room accidentally, one of which was our, as of yet, unsubmitted tax return we had brought along for review.

For the record, let me just say a couple things,

Two extremely stress inducing thoughts immediately surfaced...

1. 1. Identity theft, as it has our social security numbers as well as other info.
2. 2. The level of concern by the staff. How would the staff handle this?

Personally, I have been between contracts since last June but I have managed teams sizes from 30 to 150+ service technicians so I know just how hard it is to find good help. I know from experience that unless some sort of fire is put under most of them, they would inwardly, care less about anyone else's issue, even on something as important as this. I really didn't expect to ever resolve this situation and was prepared to just counter for the eventual impact, sign up for lifelock, etc.. Whatever needed to be done. I was pretty sure nothing would be resolved... And not because I looked at anyone and judged them, but rather... just do to the fact that people really don't care about others issues anymore, especially in and around Seattle.

I was pretty surprised when my wife got off the phone and said Jennifer had found the knife my father had given me. Its kind of important to me as he's gone now and I really never take it anywhere but Sandi wanted me to bring something along to open some packages we had. I've left stuff in hotel rooms before, but magically no one ever finds anything when contacted so I figured, its gone, but then amazingly Jennifer says she has found it.

Now the knife was bad, but the Tax return was really bad. One day later, after checking the room and the break room, talking to staff, and (got forbid) the trash... Jennifer triumphs again. My God, this woman is superwoman. My wife is about ready to come apart at the seams over this and I just can't thank Jennifer enough for staying on this till it was resolved. She is an amazing asset to your company and your companies reputation and I hope you recognize her for her efforts. I don't usually write letters of thanks, though I've been known to burn off a scathing one now and then. But if I do write a positive one, it's few and far between and this one pretty much tips the scale for length that's for sure.

So, Thank you Bret for not just employing bodies behind the counter, b ut for employing high caliber, responsible, accountable AND trustworthy employees. Now THAT's what I call running a business. And yes, you may share this note with Jennifer and others. By the way, keep that woman in mind the next time you need someone in an upper level position who you need to depend on to get the job done with little guidance.

Rob Greves