

November 4, 2011  
Henderson, Nevada

Mark Taylor Residential  
John Carlson  
Linda Coburn

Dear John and Linda;

I would like to take this opportunity to both acknowledge and complement you on one of your employees. I have been in residence at one of your properties, (Allegro at La Entrada) for almost two years. Throughout this time period, the Community Manager, Susan Burke has impressed me sufficiently enough that I felt compelled to render this correspondence. Susan has continually displayed an extraordinary amount of professionalism in every countenance of managing this property. All areas of general concern are dealt with promptly and courteously, from maintenance, administrative, to financial, each issue is given the attention and diligence required to satisfy even the most difficult tenant. I have resided in several states subsequent to my retirement, and have interacted with many property management companies and their representatives; Susan Burke towers head and shoulders beyond each and every one. Her management style is essentially a direct reflection of her wonderfully brilliant, down-to-earth personality.

I retired as an Air Traffic Control Supervisor/Manager and later, Associate Professor of Aeronautical Science at the University of Oklahoma. On rare occasions, I would receive a letter such as this, recognizing and complementing one of my Air Controllers which I felt, validated my own management method and techniques. Thus, you both should take tremendous pride and gratification in the knowledge your employee is performing at an exceptional level. This remains a direct reflection upon your own management styles.

I will be departing the property shortly as I am in the progression of purchasing a home however; I sought to make you aware of what a valuable commodity you enjoy in Susan Burke. Please take the time to formally recognize and perhaps, reward her performance within company protocols. Often, individuals of this caliber are taken for granted and, in this case it would be a travesty.

Should you have any questions or wish clarification on any point please feel free to contact me .  
Respectfully,

