

I want to give my praise and thanks to Jasmin for assisting me this past week. The new online payment method caught me off guard, and there was a bit of confusion about my November payment. I spoke with Jasmin who kept in contact with me throughout the process to get everything settled. I really appreciate her taking the initiative to speak with the residential managerial staff about the situation without me having to spend a lot of time of my own trying to fix everything. Every time I walked in the door, she approached me giving me updates about the situation without me even having to ask. This shows that she takes her job seriously and is committed to helping the residents at San Palmilla; and this is the kind of help that I like to see in the front office--help that remembers my name and the reasons for me coming into the office.

I just want you to know that I have acknowledged her help and want her to be recognized as a committed and prepared employee. Thank you again, Jasmin.

Sincerely,

Jeffrey