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1. Adverb _____

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To Whom It May Concern,

I would like to share with you the experience we had with your technician, Brandon Davis.

We were scheduled for installation on Wednesday, but Brandon called me on Tuesday to let me know he was heading to Jacksonville ahead of schedule and asked if he could begin installation that night. We quickly agreed to this because we were eager to have the call system installed. Brandon was friendly and professional on the phone and did not disappoint once we met in person.

I met Brandon after our office closed, while the housekeepers were cleaning the office. Brandon was polite and courteous to the housekeeping staff and asked them questions about where they kept their supplies so he could clean up the office when he was done. This was just two small examples of Brandon's behavior that impressed me. I was also impressed by his appearance. I knew he had just driven a long way to Jacksonville, but he did not look rumpled, tired, or dirty. I know this is a small factor, but when you are leaving a stranger in your medical practice overnight, these things matter. I was immediately comfortable. It is obvious that Brandon takes pride in himself and his work.

When I arrived at the office the next morning I was amazed at how much work Brandon was able to get done in one night. Everything was _____Adverb_____ in the patient care area, there were no dangling wires, and the space was clean. He had done an excellent job. It was hard to believe that this system was just installed.

Brandon called me to let me know when he would be back in the office to complete some work in our computer room. He arrived when he said he would, worked quickly, and was ready to teach the providers and staff how to use

the system. We were using the system in less than 24 hours from his original phone call. AMAZING!

As Brandon walked around my office talking to the physicians and staff he was courteous, well spoken, answered all questions, and was overall extremely pleasant. His attitude was wonderful. It was a pleasure to work with Brandon.

I am sure none of what I am saying comes as a surprise to you. You also must think very highly of him. You are lucky to have such an employee.

Thank you for your time. Please feel free to contact me if you have any questions.

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