



Education for Success

Eileen Flannigan  
700 Kalamath St  
Denver, CO 80204

June 9, 2008

Dear Eileen,

I wanted to take this opportunity to say Thank You! What a fun ride it's been! Wouldn't you agree? I am taking it all in now and thinking WOW, it's better than I thought it would be. In the beginning I spent several months researching concierge services. I selected Concierge Colorado because your office would be on-site verses your standard call center service. I was impressed by the care and professionalism your staff provided to customers when I visited your office at PSL.

It took several months for me to convince our Executive team but it was well worth it. The level of service Justin and Kristina provide is outstanding. I continue to hear about how great they both are. You promised quality customer service and you are delivering it.

We have a total of 260 employees and last month the concierge service had over 500 requests. As you can tell it was something that was needed. It is so rewarding to know that employees are happier and more productive at work because they can hand off their things to do list. Our recruiter continues to share with me the excitement of new employees when he walks them by the concierge office. It's become a significant recruiting tool. I am delighted that our partnership is offering such a progressive benefit to employees. It is my goal to create a sustainable and positive culture here at Dalbey and you have helped me take a big step towards this goal.

Sincerely,

A handwritten signature in dark ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Nancy Bodnar  
Sr. Director  
Dalbey Education Institute