

Dear Ms. Hurtado

I'm writing to you today to let you know about one of your best employees. Perhaps you don't know that she is the best, but I can tell you from my perspective that she is. I'm referring to Ms. Gloria Schramm.

Having worked for the same company for over 28 years, the news that my job was being eliminated was shocking, horrifying and alienating. The thought of signing up to get unemployment after never receiving any money in my life without a hard day's work felt just as bad, but it was necessary without any income on the horizon.

You can't imagine how refreshing it was to meet Gloria Schramm. I found out about her from someone who was going to the same outplacement group as me (private outplacement). He told me that Gloria was trying to make arrangements to get a Project Management Certification class scheduled at Stonybrook University for a group of Hempstead Works clients. I contacted Gloria and told her my story and from that point forward, I had someone who was on my side and looking to help me.

During the time before the class was scheduled, Gloria would send job leads and stay in touch. She personalized my experience at Hempstead Works and made me feel like she was always looking out for my benefit (and she was). Once we found out the class was scheduled, we had to make a trip out to StonyBrook to "register" and the staff at StonyBrook were equally impressed with Gloria. They told us that we would not be in the class if it were not for Gloria pushing and pushing. She really cares about her clients.

My only hope is that other people have had a similar positive experience as me. But I know that is probably not true, because Gloria is one in a million. She truly knows the meaning of customer service, always has a smile, and is thrilled to help. She is a person who can energize you and exudes hope for the future.

I truly commend Gloria Schramm for the service she has provided me along with the others in my class and I hope that you will also do whatever you can to show that she is a valued member of the staff. My experience would be totally different without her.

Sincerely yours,

Donna W.