

January 29, 2013

Mr. Frank Blake, CEO
Home Depot

RE: Home Depot Store #6353, Miramar, FL

Dear Mr. Blake,

This is a letter to commend you on the team from your store in Miramar, Florida, but most specifically **Rene Monzon**, Assistant Manager, Merchandising.

I was recently shopping for a grill, which was only available as a special promotion just before Christmas. I called all around South Florida trying to find the grill and virtually every store was either sold out or was unable to help me since the SKU# was also unavailable.

Then, I had the good fortune to get **Rene Monzon** on the telephone. When I tell you that he went out of his way to help me, I mean he REALLY went out of his way. Not only was he efficient and motivated to help, he could not have been nicer – friendly and courteous! This is a man whose goal really IS to provide exceptional customer service! It truly does make him happy to satisfy his customers!

I drove from Miami to Miramar to purchase the grill, and I actually waited until I was sure that Rene would be on duty so that I could thank him in person, which I did. I also asked to speak to the store manager, and I let **Jeff Beesing** know how much I appreciated his efficient and effective employee. Since Mr. Beesing was not in the store that evening, I called him several times to connect. In the process, I had the pleasure of also speaking to **Jason Stratemeyer**, the store's Assistant Manager for Operations. Again, it was such a great experience to deal with this extraordinarily congenial and service-oriented team! While Rene is certainly the one who deserves most of the credit, I am fully aware that it is not an accident to have employees like this. Mr. Beesing and Mr. Stratemeyer are to be commended for engendering this exceptional service ethic in their team members.

I cannot begin to tell you how thoroughly I am impressed with your capable and congenial crew at Home Depot in Miramar! In today's competitive market environment, the successful business is the one that provides exceptional customer service. With employees like **Rene Monzon**, **Jeff Beesing** and **Jason Stratemeyer**, Home Depot is setting itself apart as a cut above!

Please feel free to contact me should you ever need a testimonial from a very satisfied customer!

In the meantime, Mr. Blake, congratulations on an exceptional Home Depot team!

Thank you for your superior service!

Kind regards,

Virginia S. Craven
305-606-6314
ginnycraven@bellsouth.net.

cc: District Manager: Willie Schmidle