

October 21, 2005

Brian Goul, Aquatics Coordinator
Troy Community Center
3179 Livernois
Troy, MI 48083

Dear Mr. Goul:

This letter is sent to compliment one of your employees, Mario. I started swimming at the Troy Community Center a few months ago. Hesitant at first, not being a very good swimmer, it was a retirement goal to make swimming a part of my life.

It never occurred to me that a young man would make me feel so welcome, thus indirectly contributing to my goal.

Mario was the first person I saw when I entered the pool area. He gave me a big smile and told me that it was nice to see me. Thereafter, each day I'd show up he'd greet me as if he'd just been standing around waiting for me.

At times, he'd walk to the side of the pool as I swam up, not very graciously I might add, and just say something nice like, "I'm glad you're back. Didn't see you for a few days."

Talking to fellow swimmers, I learned that they shared my sentiment. Mario stands a head above the rest when it comes to making people feel at ease in your establishment. What a wonderful attitude; it's worthy of this praise.

Sincerely,

A handwritten signature in cursive script that reads "Edith Andersen".

Edith Andersen, Troy Resident