

-----Original Message-----

**From:** nikegirl0403@aol.com [mailto:nikegirl0403@aol.com]

**Sent:** Thursday, July 26, 2007 4:49 PM

**To:** Ann M Blizzard

**Subject:** A great day at the Acquatic Center

Hi Ann:

My husband and I brought our special needs nine year old boy to the Troy Acquatic Center for the first time. We had a great experience! I stopped by the front, where we bought our tickets, to compliment on the wonderful service we experienced today. The young woman behind the counter did ask me to email you also.

I wanted to let you know that our day there was awesome! Not only was it really empty (which I'm sure helped us a lot!), every single young person that we encountered who worked at the park, was very friendly, and kind. They were professional, as well, which was nice to see. It was just a really nice experience for us, and we will certainly return. Next time we hope to have our 13 year old son with us also. The park was VERY clean, which was an added bonus.

Weeks before we came, my husband called to ask a manager or supervisor if we could bring my son's tube, it's a special device that he uses for flotation. The manager he spoke with, which was a man, said it was no problem; we were certainly allowed and welcome to bring it. We didn't bring it with us today, but it was nice to know we didn't get one negative response from him, when we certainly may need to bring it in the future.

Many times supervisors only hear complaints. I always make it a point to compliment on wonderful service. Thank you so much for a wonderful day. Your very young staff should be COMPLIMENTED and praised, because they truly were VERY nice young men and women, who were not only professional, but kind and friendly as well! When people notice that, it counts for a lot!

Sincerely,

Mary Zimmerman