

3972 Kings Point Drive
Troy, MI 48083
August 4, 2005

Dear Mrs. Anderson;

I have been a member of the TFAC since it opened. I have enjoyed watching the guards mature over the years and become managers. The managers that you have this year are outstanding. They have grown into the role of leadership and do an outstanding job as managers. They are very patient with the TFAC guests even when they should be yelling at them. They take their job very seriously to make sure all guests are safe. That is very evident in how they relate to the guards. The safety drills that the guards are always participating in are just one example. The time the managers take to explain to the guards how things need to be done to run a very smooth aquatic center is another. This year has been the most staff friendly and that is because the managers take the time to know the guests and call them by either Mr. or Mrs. That is a real sign of respect for the guests. The pool area is much cleaner this year and less food is being smuggled in with the guards checking our bags before entry. What a delightful idea.

You are very fortunate to have such wonder managers as: Jen Harvey, Michelle Harvey, Kevin Losey and Andy Gillett. I look forward to having a membership again next year at TFAC.

Sincerely,

A handwritten signature in cursive script that reads "Cathy Killian". The signature is written in black ink on a white background.

Cathy Killian