

From: Nancy Santos <nsantos@rcc.mass.edu>

Subject: Customer service follow up from July 16...

Date: July 19, 2016 at 9:27:52 AM EDT

To: "BostonsBestBar@aol.com" <BostonsBestBar@aol.com>

Hi Dianna,

Thank you so much for your service. Tom was wonderful – he arrived early he was prepared and ready to go.

He engaged with the attendees appropriately and all the while maintaining a professional demeanor.

Everything went well!

Looking forward to working with you again should the need arise!

Nancy Santos

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