

I was asked by James Garrett to present my experience working with him during the time he had worked at Photos Ar' Nice. I have been a client of Photos Ar' Nice for over 15 years. During James' employment period, my needs were consistently met or exceeded when dealing with him. He was by far their best employee.

James did an excellent job of keeping in contact with me and my employees. When I needed an order to be rushed, he was by far the most accommodating employee that I dealt with. Rarely was I told by James that he could not rush an order. If there were ever any delays with an order, James would call and explain the problem. He would then have a revised time ready for the order's completion. This would save me a wasted trip, and also allowed me to prepare my clients if there would be a delay.

James' would never pass me or one of my employees off to someone else. It was very reassuring knowing that I could rely on his abilities to see that our orders would be successfully completed. When he first started at the lab; if he couldn't answer a question or if he needed assistance, he would always get help and then stay with me until the problem was resolved. After a few months I could tell this had paid off for him; he could quickly handle almost all of my requests. From a client's perspective, I couldn't possibly expect a single employee to know all the answers, but his sticking with me, and working with his team to solve any problem I had was very impressive.

James approached his job and responsibilities at Photos Ar' Nice with the effort and attitude I would expect to find in the owner of the business. I can't think of higher praise for an employee.

If you have any questions about James Garrett's work ethic, attitude, or customer service skills, I would be happy to discuss these with you. I can say that James' customer service was top notch, and one of the things that kept me coming back to Photos Ar' Nice. Since he left their employ, there has yet to be anyone who can replace his abilities and his commitment to excellence.

Signed,

A handwritten signature in black ink that reads "Tom Morrissey". The signature is written in a cursive style with a large, prominent initial "T".

Tom Morrissey

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