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October 30, 2015

Dear Mr. Shapiro,

Your employee, Sara Holtgrave, recently impressed me with such excellent service that I am compelled to share with you our experience.

Praise FM was recently introduced to Shapco; we had done only two small jobs before trusting them with a large, personalized mailing to our donors. Unbeknown to us, there were oversights in securing our ability to use non-profit mailing rates, even though we had mailed this way in the past. As confusion and chaos caused a screeching halt to our project, we scrambled to meet the postal service's requests and watched our deadlines pass us by.

Through the entire process, Sara remained professional, calm and assuring. She clearly communicated every step of the way, explaining issues, putting us in contact with the proper individuals at the post office and outlining the printing processes involved in adapting our project to meet the necessary requirements. Her positive, can-do attitude was a true asset in our communication and the completion of the overall project. Despite my numerous calls, emails and visits, Sara was always pleasant and encouraging.

The day our project was finally to be mailed – it was Monday, October 26 - I hand-carried our payment for postage to Shapco, to avoid any more delays. Since I'm usually off on Mondays, I had along with me my 13-year-old daughter, Anna, who has disabilities. Sara welcomed Anna so warmly! When I offhandedly commented that it would be fun for Anna to do a tour sometime, Sara enthusiastically invited us to stay a bit longer and do it right then.

As Sara escorted us through the security protocol and explained the many processes of a large printing company I watched my daughter's eyes take it all in. Anna was engaged by Sara's winning smile and gentle manners. She was fascinated by the magnitude and precision of it all. That night she told me she wants to work at Shapco someday.

Certainly, each team member I have met from Shapco has been impressive in their positive professionalism; Sara displayed it extraordinarily in unusual circumstances. She exemplified the old saying, "People, like herbal teas, display their true colors when they're in hot water." How grateful I am to have walked through that project with someone as kind as Sara.

Sincere thanks,

Carrie Ann Gess
Director of Development

cc: Mike Hanley