

RICH'S

INTRA-STORE MEMORANDUM

March 17, 1987

TO: Frank King
DOWNTOWN STORE

CC: Phil Griffin

A customer, Susan B. Spangler, wrote me recently to comment on the very efficient and courteous service you had given her in the Book department sometime during the end of December. It seems that she was attempting to find out if particular book was on sale and that you went above and beyond the call of duty in helping her. In the words of the customer, "never has one of your employees put forth such an effort (without coercion) to help me as he did that day".

This comment speaks for itself, Frank. Please accept my personal thanks for your special efforts. This is indicative of the service level our customers expect and deserve from Rich's, and I appreciate your upholding our long-time tradition of good customer service.

I hope you will enjoy using the enclosed token of my gratitude for your special efforts. Keep up the good work!


Hank Kaminstein
President

/mmw
Enclosure



July 18, 2008

Matt Saxe
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To Whom It May Concern:

Frank King has worked with the Ballweg group since December of last year. He came onboard as an Internet Sales Manager for my team February of this year.

My interactions with Frank have found him to be a man of integrity, motivated to set goals and achieve them. I have observed him many times remaining after his expected work schedule to make additional sales calls, in efforts to make the most of every opportunity.

He is faithful in his regular attendance to sales meetings and special training sessions, and has been diligent in completing all his required certifications. He maintains high standards for himself, personally, and addresses other team members with courtesy and respect. His outgoing personality is an additional benefit, as it allows those who interact with Frank to feel at ease.

I can recommend Frank King as a valuable asset to any sales team, where key people are needed, who are driven to strive, stretch, reach, and maintain high goals.

Sincerely,

Matt Saxe
Vice President & General Manager