

-----Original Message-----

From: Hamilton_CNTR, Larry M.
To: Tim Kenny
Cc: Joe Karasek; Morrow_CNTR, Melinda M.
Subject: RE: * * CHERRY PICKER PROBLEM
Importance: High

Tim, ... Just a short note to say thanks to you for responding so quickly and to Tony, who came out to our site on such short notice to look at/fix our Cherry Picker problem we had today.

Even though we may appear to call you every other day, we do appreciate McCall Handling's servicing of our materiel-handling equipment ... since your company took over this maintenance contract (going back almost 2 years, now), we had the best in-commission rates (averaging 98%) ever seen by this organization.

Again, thanks!

Lar

Larry M. Hamilton, CPPA
Deputy Program Manager
Quality Assurance Manager
ManTech International Corporation
DAL-2B
DIA Logistics Operations Center (DLOC)

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From: Joe Karasek
To: Hamilton_CNTR, Larry M.; Tim Kenny
Cc: Morrow_CNTR, Melinda M.
Subject: RE: * * CHERRY PICKER PROBLEM

Thanks Larry for the kind words. We don't get much positive feedback in our business so it is much appreciated.
Joe

Joe Karasek
General Service Manager
McCall Handling Co

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From: Morrow_CNTR, Melinda M.

To: Joe Karasek; Hamilton_CNTR, Larry M.; Tim Kenny

Subject: RE: * * CHERRY PICKER PROBLEM

Hi Joe - here is another one....in addition to our high-praise, I can't tell you how pleased our government client is with your service. We would routinely be questioned about MHE maintenance, but that has stopped, and we credit your company for this.

If you ever need a reference for future business, please know you can count on us.

Have a great weekend!

Melinda

Melinda C. Morrow, SKC
Program Manager, DLOC
Defense Intelligence Agency