

2005 Commendations

Full-Service Project

PCI Industries - April 29

"I just wanted to drop you a note to express our appreciation for not only the cooperation we have received from your staff, but also the quality work that was done. From the start of the relationship the BI Account Manager did a nice job detailing the product and explaining the quotation, your Project Manager has been very helpful with arrangements and follows through, and of course the field crew did a great job of installing the cubicles. Our general contractor was also impressed with their work. We won't hesitate to recommend your company to other potential customers."

On-Site Team

Alcon Labs - May 4

"I wanted to forward this email on to you both to let you know how much we appreciate all the work and dedication of the Business Interiors team at Alcon. We receive comments back on a weekly basis of how wonderful, pleasant and nice it is to have such wonderful people here working from BI. Your guys came in on Saturday to set up our lobby for our guests and then came back in at 6:00 a.m. on Monday to place everything back for the business day. This is the second launch of RESTOR which is another first for Alcon's business and another one to come this month. They always go beyond the request and never fail to smile and give a willing hand and always follow-up to ensure everything was taken care of and nothing else is needed! I feel you should both be aware of the efforts and actions of your employees and extremely proud of your team! As I have always said, it is the service side of your dealership that makes or breaks the business and because of employees like the ones working at Alcon, Business Interiors will remain strong for many years to come!!"



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Reconfiguration/Consolidation

JCPenney - July 21

Our consolidation project here at the Home Office is almost complete, and although we meet every week to discuss budget and schedules, I have not often taken the time to say thanks. JCPenney's relationship with Business Interiors is indeed a model of professional partnership. Personally, I feel so fortunate to have partners like you.

We have just a very few weeks left to complete this four year marathon. As you know, this consolidation of office space allows JCPenney to completely eliminate almost 500,000 square feet of leased space and house all of our Home Office associates in one building. We could not have added 1,000 offices to this facility without your assistance and expertise.

Please take a minute and pass this on to everyone concerned.

- The team for their project management support! (What would I do without you!)
- Asset Management because of their ability to receive and maintain our product at your warehouse, we have known what we have and what we need at any given time. This was invaluable in adding these workstations using existing and new product!
- The Service Group for the minor repair work needed on some of our older and gently used items! They are perfectionists and because of this, our facility looks like most of the product is new - not 14-18 years old!
- And of course your Installation Crews, WOW . . . always the best! It didn't matter if they were here working in an empty space or working in an employee occupied space, they are always efficient, professional, courteous and knowledgeable.

Thank you so very much.



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Capgemini Energy LP (CGE) - July 15

"It was a real pleasure working with this supplier. They worked very hard to meet all of our material requirements and scheduled delivery dates. They asked questions and identified possible alternate material when necessary. The company installers who arrived on-site to assemble the furniture were neat and dressed professionally. They were dressed in clean clothes, wearing shirts with their company logo, which was very impressive. They were very attentive during the Pre-Job Brief. Based on the information which I received, all of the field work (un-loading, assembly and installation) went very smooth. The crew picked up all trash and cleaned up their work areas, prior to leaving. Each person watched out for the other and followed safety and Behavior Equals Accident Reduction (BEAR) requirements while on-site. It was a real pleasure working with this supplier and their field representatives."

Move Management

Alcon Labs - October 14

"The Business Interiors staff that moved me this week from the Legal/IT Building to TA5 were SUPERB!! Everything was moved in a timely and orderly manner which has enabled me to quickly put things in order in my new area and get back to work to meet deadlines. I would like to thank all the moving staff for being so great to work with and to truly compliment their positive attitudes. I extend a special thanks to the Lead who continually made sure throughout the move (as well as checked with me today) that if there was any additional help I needed with moving boxes around, etc., that Business Interiors would be there for me! WOW! That's AWESOME service! What a WONDERFUL group of gentlemen to have working here at Alcon. Several times throughout the day yesterday I would comment on how tired I was shame on me! These gentlemen were working tirelessly and at the same they were always smiling, positive and motivated to get the job done! My hat goes off to all of the Business Interiors staff! Thank you for one of my most pleasurable moves at Alcon!"



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