

To: Troy Employees
From: Bob Kasper
Date: 9/10/2004
Re: Tim Reynolds Promotion – CALL CENTER MANAGER

I'd like everyone to join me in congratulating Tim on his promotion to CALL CENTER MANAGER.

Tim's promotion takes effect immediately and comes after 4 and a half years of hard work. Tim joined the company in March of 2000 and quickly worked his way up from Lead Generation Interviewing to become a Verifier. His most recent promotion follows a progression through 3 years as a Supervisor and an Assistant Supervisor.

In his new position, he will report directly to me and will assume full responsibility for telemarketing production. As the mortgage market slows down, demand for our services actually increases. This is why our clients' increasing demand for our services will enable us to grow by 75% over the next 8 months. So, Tim will need everyone's cooperation to keep growing the Quality of our work, along with the Quantity.

Tim's rise at the company started with his exceptional Dependability, Performance, and Enthusiasm. As a Supervisor, he had the opportunity to build his technical and managerial skills to the levels necessary for his new position.

Congratulations Tim!

Bob