



The Bekins Company  
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***2007 Performance Excellence Outstanding Achievement Agent***

*A & P Moving HHG Team:*

*Congratulations on your achievement of outstanding performance for the July 2006 – June 2007 service year!*

*Last year, A & P Moving received top honors as the highest scoring agent in Bekins Performance Excellence program in our largest volume agent service class. It is very difficult to reach the top performance ranking in our program and it is exceptional to have the commitment to excellence in your agency to maintain the consistent quality services and customer care that it takes to maintain the outstanding achievement recognition two years in a row.*

*Quality performance achievement takes teamwork; sales, administrative, operational staffs, packing crews and drivers need to be dedicated to the same goal of customer satisfaction to achieve the level of performance A & P Moving has demonstrated this year.*

*Bringing satisfaction to your customers not only brings you a sense of pride and achievement; it makes your job much easier! Satisfied customers bring increases in revenue through repeat business opportunities and referrals; they will also reduce operating and administrative costs through a reduction in claims, legal and customer service problem resolution requirements.*

*We are proud to have your team as a part of the Bekins network,*

*Congratulations,*

Dawn Hermes  
Vice President, Agent Services