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Joseph,

I am not sure I can adequately express in words just how pleased Lillibridge and Woman's Hospital are with what I consider to be the smoothest move I have ever personally been involved with. The professionalism, politeness and over-all positive attitude, in addition to the supervision and management that made this such a smooth transition showed the doctors and staff a potentially stressful move to a relatively pain free move was incredible. I received countless compliments from packing to unpacking on how well organized and helpful your people were, and that greatly reduced the stress factor which made the move for the tenants exciting instead of something to be dreaded.

What is most amazing is that the move lasted about 8 nonstop days, a group of people packing suites at the Physicians Office Tower and a group of people at the new Physicians Office Bldg, and not once did I hear a complaint from any QG employee. I know that most were probably exhausted, but they kept smiling and stayed on top of their job.

I would also like to comment on one part of the process that I was unable to observe, that being the QG employees at the other end working with the tenant packing boxes, totes and gondolas. That task alone was a great feat from what I heard from tenants, so for those that worked the other end that I was unable to meet; we at Lillibridge want to thank them very much for a job well done.

For me personally, this has been something I have truly learned from. Watching your team(s), I saw and have made note of many new techniques and processes that I can potentially incorporate in the future for other moves to help make them as successful by incorporating some of the techniques I observed your teams utilizing. I learned all this, by just observing "The Quality Group" and the way the team made this move such a smooth and successful 'event', and for that, I thank you.

On behalf of Woman's Hospital, Tenants and Lillibridge Healthcare we all thank you very much for all the hard work, the many hours you committed to this process, your professionalism and politeness to tenants, but most of all the endless drive from start to finish to make it a successful move that was apparent throughout the process.

Respectfully

Rick Pearson
Project Manager
Lillibridge Healthcare Service, Inc.