

PITTSBURGH
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Dear Mitch,

Our Open House was a splendid success.

You and your staff made it work flawlessly!

We want to compliment your employees. They are very nice people and they work extremely hard. That was a very long day they worked at our place. In effect, they catered two events one right after the other.

The food was a tremendous hit, and the ice cream bar dazzled everyone. It was not intentional, but I understand we chose a menu that was challenging to produce, and may have even required extra staff. You all seemed to take it in stride, which is not to say, it seemed easy! I was shocked at how long and hard you all worked.

Which brings me to the enclosed money. I gave you your payment between the customer event and the employee party, while I was free to attend to such details. At that time, I also gave you envelopes for Beverly and the rest of the staff containing a tip for each. My expectation was that you would put out the food for the employee party and then wrap it up quickly and get away as soon as possible. Beverly left for another job, and I thought that meant most of the hard work was done at our place. What was I thinking?!

All of you were still there after everyone was gone, weary to the bone, packing leftovers into containers for us, and lifting the heavy freezer into the truck. I was more impressed with that level of service and commitment than all the incredible things you had done all day. And I had been so impressed all day, I didn't think you could possibly top what I had already seen. You do a fabulous job!

By the end, I was appalled that I had not given your workers a bigger tip. I had no idea how much more work they had ahead of them. I thought they were just about done at 6:00.

But by the end of the night, when I realized just how long and hard they had worked, I was so tired and spent myself, that I just decided to write you a letter of thanks and ask you to thank them again for me, and give them this additional money as a special thanks and appreciation for their part in our successful event.

Believe me, if I can ever recommend you to anyone, I will. We were as pleased and satisfied as anyone could possibly be. I am not ready to do this again for a while, but if we do, Mitch's BBQ will be our caterer.

Thank you so very much.

