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Mr. Glenn E. Nelsen
Food Service Manager,
Group Health Cooperative
c/o Guckenheimer
521 Wall Street
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Mr. Nelsen,

I wanted to take a moment to thank you for the fine work you've done managing the food service for Group Health's facility during the past few years.

In the past, I believe our facility had great difficulty trying to deliver a successful food service program. That longstanding issue improved dramatically and very quickly under the Guckenheimer contract, and most particularly through your personal management of the service.

I think the quality has been excellent, but it's most impressive to me how the excellence was sustained over time. There has been the reliability of the food & beverage quality itself, but also the attention to detail. I could point out the small items, such as garnishes and the presentation of each entrée; or the larger aspects such as a very clean environment, and supplies always being there—those important things not typically noticed at all unless they are absent. This is the effective management of a small business.

I'd like to add I'm aware you've worked with all manner of people here. The staff you've managed has many times consisted of fairly young people (by that I mean younger than me), who are learning the business. I think the staff has done very well. They have consistently been courteous, good-natured, and attentive. Also, I've noticed the extra things, such as their taking time to learn customers' names to address people personally. Those are very essential skills for them to learn and should last them all their lives.

Thank you again, Glenn. I'd be pleased to provide any reference for you.

Geoff Thompson
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