

Letters to the Editor

Tell us what you think! talkback@cityemployeesclub.com

LETTERS OF THE MONTH



Club Ticket Service Gets Three Thumbs Up!

Rachael Brecher, the "Ticket Gal"

I had a wonderful experience with ordering some tickets on Friday, and here is a short note to express my thanks and to let you know what a great job your staff did for me.

I got a last-minute call that my brother and family were coming to L.A., and I had promised my niece and nephews that I would take them to Legoland when next they visited, so I wanted to order some tickets from you (at great savings).

Since I had ordered tickets only once before and my older nephew took care of it, I did not know the email address or password. I called your office and got through to a very gracious and helpful lady (I think it was Rachael [Brecher, the Ticket Gal]), and she helped to reset my access and got me going.

I then was ordering the tickets but I seem to be a little lame at it, and again I had to get some help from your staff (another positive experience). Of course, being me, I was worried that I would not get the tickets because it was 2:15 and it said tickets were delivered in 2 hours; since your office closed at 4, I was nervous, so I called and left a message. A very nice man called me back, and when I told him my concern, he assured me he would talk to the person who sends them out and make sure I had them in time. Believe me when I say that my nervousness was making me nuts, and then very shortly after I placed the order (within half an hour), my tickets arrived.

I now am comfortable with ordering and hope to be less of a pain and not wait until the last minute next time. But I had to let you know how great everyone was. It may not be unusual to run into a nice and helpful person in an organization, but... everyone from the person answering the phone to the password person to the gentleman who called me back were exceptional and made me feel like less of a lame brain while helping me, and they

seemed happy to do it. I could not let this experience go unnoticed and wanted to express my appreciation for your great service and exceptional staff.

I hope you can identify everyone involved. I know Rachael and Megan DeBolt, but I do not know the names of the others, and I hope they can be included in my thanks.

Best Regards and heartfelt thanks to you and your amazing staff.

– Nita Caprio, Airports

I just wanted to thank Rachel and the staff for providing the opportunity to see *Iris* [Cirque du Soleil]. It was an excellent experience, one my family will remember for a long time.

– Starr Oyerinde, Housing

Thanks a bunch. The show was outstanding. The seats were the best in the house. Keep up the good work.

– Robert Snyder, Club Member

Hi Nita, Starr, and Robert, you're welcome. Everything the Club does is for our great Club Members. You've all just experienced the best part of being a Club Member – first-rate, personal service. We constantly review our actions to make sure we're at the top of our game. Service is what we do.

Nita, our Club staff has been notified that you were very satisfied with their efforts, and they respond: "Anytime!"

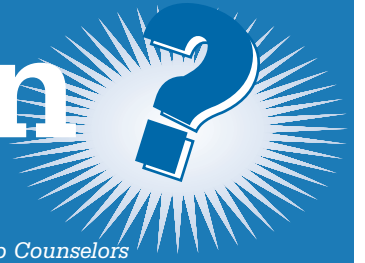
Thanks for writing, and thanks for letting us celebrate the lives of City Employees. – Ed.

To order your Discounted Tickets, see page 45.



FELLOW CLUB MEMBERS ANSWER THE

Question OF THE MONTH



– as collected from around the City by your friendly Club Counselors

What's your lucky charm?



"My daughter, Danielle Wilson."
– Francine Sylvia, Rec and Parks, 5 years of City service, with her lucky charm, her daughter, Danielle Wilson, 12



"A four-leaf clover."
– Robert C. Walker, DWP



"My \$2 bill."
– Sonia Pereda, General Services



"The number 13."
– Lyndon Bailey Sr., Harbor



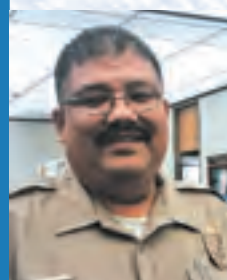
"My family."
– Shawn Manahan
"My assets."
– Kevin Mount



"My daughter, Grace."
– Francisco J. Castro, Program Analyst, 23 years of City service



"My mom and my daughters."
– Clarence Jones, LAPD



"My '49er emblem."
– Ignacio Martinez, DWP



"My daughter, Angolique."
– Cynthia Yparraguirre, Rec and Parks, 24 years of City service

This month at the Club Store • 120 West 2nd Street • Los Angeles, CA 90012

Get a **FREE** Quote on Auto and Homeowners Insurance

APPOINTMENT SCHEDULE (Now on Thursdays!)
Representatives from Club partner, United Agencies will be at the Club Store:

<p>Mar. 1 8:30 a.m. – 4 p.m. Xavier Rodriguez</p> <p>Mar. 8 8:30 a.m. – 4 p.m. Patty Pulido</p> <p>Mar. 15 8:30 a.m. – 4 p.m. Rosa Calderon</p>	<p>Mar. 22 8:30 a.m. – 4 p.m. Xavier Rodriguez</p> <p>Mar. 29 8:30 a.m. – 4 p.m. Patty Pulido</p>
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Contact Your United Agencies Reps (888) 801-5522

Rosa Calderon, Personal Insurance Agent

Patty Pulido, Personal Insurance Agent

Xavier Rodriguez, Personal Insurance Agent