

Donor Concierge appreciation letter: September 29, 2014

Good Morning!

I am writing you this letter to tell you how much I appreciated the kind and wonderful support provided to me & my family from Yajaira Huggins ("J".) Last week, I was in a complete PANIC!

My 87 year old mother was in the process of moving from her 4 bedroom/ 3 bathroom home of 39 years. She moved into an independent living facility with 2 bedrooms. So needless to say, we were left with a lot of personal items that could not be moved to her new home. Her home sold and is scheduled to close on October 1st.

The Goodwill store on Daniels road gave me a flyer with the Goodwill Donor Concierge services information including J's contact information. I called her on Sunday and she promptly returned my call on Monday morning.

What a HUGE relief to speak with her and coordinate a meeting at my mother's house on Tuesday. I live in Fort Lauderdale and my mother lives in Ft. Myers - I scheduled time off of work and met J on Tuesday afternoon. She too was in the midst of a lot of happenings, but she made things happen for us! Thursday, J, Kimberly, & Drew showed up as scheduled and went to work with their SUPERMAN capes on! I say that because there was TONS of stuff to pack.

J was an ANGEL! Really, she lifted a huge weight off of my shoulders!! We had an estate sale the previous weekend and because of the heavy rain, we didn't sell as much as we had hoped. What do you do now???

I am writing so you know what a wonderful person you have working for you at Goodwill. Her heart is Big, & her capability & talents even Bigger.

Thank you so very much for this service and the execution that took place both packing and moving all the items we donated.

Warm Regards!

Tracy