

Dear Mr. Bettan,

I am writing this letter as a humble note of appreciation for the outstanding customer service provided by both Joanna and Jennifer yesterday. I had made a terrible mistake sending off extremely important and time-sensitive documents to the wrong destination due to printing out the wrong waybill causing them to be sent out-of-province. Desperate, anxious and very concerned about these documents whereabouts I called Globex immediately. It was Joanna who took my call and in less than a minute, she calmed me down. She took note of my desperation and stayed cool, calm and collected – just what I needed. After a few questions and information relayed, she quickly got on the case to find those documents and she did.

In a very short time she called me back to say that her and Jennifer were able to locate the documents and they were working on intercepting them to ship them back to their proper destination in Montreal.

Their ability to provide the resolution quickly exceeded my expectations.

I really commend the prompt service provided by Joanna and Jennifer and I am really pleased with the knowledge and skills of your staff. Great service makes your customers feel that you care about developing a long-term relationship.

Kudos to Joanna and Jennifer !

Kindest regards,



Denise Lalonde

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