

**From:** Robie Madrigal  
**Sent:** Thursday, September 20, 2007 5:09 PM  
**To:** Michael Benton  
**Subject:** very helpful custodial worker in Pfau Library

Hi, Mr. Benton:

My name is Robie Madrigal. I'm a staff member in the President's Office. I wanted to send a short note to compliment you on an outstanding employee you have working on your staff. Her name is Yvonne.

This morning, while on the third floor of the library, I noticed Yvonne helping two students who were lost. Using a map located next to the elevator doors, she showed them how to reach their classes and wished them good luck—something that I thought was very considerate. It was obvious that she was genuinely interested in helping the students.

Yvonne was also very helpful in directing me to an office that I was looking for—one that I had never before visited.

I thought I'd let you how helpful she was to the lost students and also to me. I think she is an asset to the campus community, a view I'm sure others also share.

Best,

Robie