

This message is for Lori.

Hi my name is [redacted] and I am a phlebotomist and run a laboratory for [redacted]. In my field I know that customer service is the number one most important aspect of any business. Now, I just had to let you know that I plan to have surgery done in your Newport location and was very pleased with the warm, welcoming, and comforting experience that two of your staff members gave me. Their names are [redacted] from your call center and [redacted] from your Newport location. Because of these two ~~great~~ staff members I chose to have my consultation and surgery in your Newport office. I would greatly appreciate it if you would please acknowledge them for me.

Thank You!!