

# Letters to the Editor...

## AOA Staff Members Receive Accolades



*Dear AOA:*

*I can't thank you enough for all your incredible help and support. Your suggestions and advice relative to my tenants is so helpful. Whenever I speak with you, I feel you take a sincere interest in whatever my "situation" is at the moment.*  
*Sheri Ziebell*

*Dear AOA:*

*As an individual interested in getting into the real estate business, I recently visited the Van Nuys office of AOA to learn more about the benefits offered to the membership. The office receptionist paged for assistance and a professionally attired and pleasant woman came to the front counter to offer her assistance.*

*I want to share with you the positive interaction that I had with Linda Davis. With a very professional demeanor, she patiently answered my many questions that I had about AOA. In answering my questions, she went out of her way to make sure that I understood the benefits offered by AOA to its membership. Furthermore, she kindly offered to walk me through the process for conducting credit background checks on potential tenants. I was very impressed with her interpersonal and communication skills.*

*Again, I want to let you know that I truly appreciated the help and support Ms. Davis gave me and AOA is fortunate to have such a valuable employee. Sincerely, Francisco Trejo – a satisfied AOA customer.*

*Dear AOA:*

*I would like to commend Marilyn for all of her time spent helping us. She responded to our concerns with mail, she faxed and she communicated with us via phone – a job well done. She went above and beyond in her duties and should be commended for doing so. Pamela & Tony Fraijo.*

*Dear AOA:*

*I would really like to take this opportunity to tell you how impressed I have been with my dealings with Pauline. Her influence convinced me that I would indeed benefit from being a member, which I have done -- in fact, I plan on extending my membership length before the end of the year. Pauline, as I'm sure you know, is a marvelous public relations person for your firm and I am so glad she is there to assist me.*

*Yesterday, I attended the Screening Potential Tenants seminar and was most impressed. The facilitator, Alberta Nisperos, was knowledgeable and presented the information in a clear, concise and understandable format. She answered questions pleasantly and professionally. Again, Pauline was present and a major asset to the day.*

*I am so glad I have the opportunity to be a participant in AOA. Thank you, Leigh.*