

Dear City Manager,

6/12/14

There are too many times that I am moved to sit down and write a letter because I am annoyed about something that happens in our little city. Being a resident for over 30 years, I have seen many changes. Today, I am urged to write because of actions of one of your employees that has warmed my heart.

In early March I was stricken with a sudden illness that left me in constant pain and difficulty walking. I was faced with having to support myself by selling my art online rather than at art festivals. I had to wrap up purchases and bring them to the post office. This was very difficult for me. I somehow did it.

I now use our Post Office annex at least 3 times per week. Employee Nancy Pantoja has struck me as being a wonderful, professional and more than competent employee. She has been friendly and we have brief conversations with each delivery. She is the sort of person that makes it a pleasure to be a resident of N. Bay Village. She handles transactions like a well oiled machine. She could be reviewing a passport application and transact postal responsibilities and everyone involved feels as though they are the priority. She is a gem and should be valued for everything she is. Because of her contribution, I feel like I am part of a family of caring people, being here in the Village.

She is Not the only one who makes me feel happy to be a resident here. When others like police officers, detectives, city works employees have all stopped to ask what happened when they saw me on a walker warms my heart. Even the police chief said to me, "If there is anything we can do to help you, just call the office." We are lucky for the quality of the employees who work here.

I do not have the need to ride our bus yet, but, I am so happy we have this service. You just never know when your life will change.

North Bay Village is a city that CARES about their residents. Just thought I should let you know how I feel.

Sincerely,

Susan Sorrentino



cc. Mayor