

**COMPLETED Formal Commendation**

Team Member Name Nancy Ulster

Date 9/7/XX Date of Event 9/7/XX

**Description of event:**

*Samantha Richards called this morning to get an appointment to bring her dog in because he was unable to walk. Because Samantha is eight months pregnant and Charlie (her dog) weighs 100 pounds, she could not get him in the car by herself. Nancy went to Samantha's house during her lunch hour and put Charlie in the car so that he could be brought to the hospital to be evaluated.*

**Specific reason for commendation:**

*Terrific client service—above and beyond the call of duty*

*Vivianne Moore*

Manager Signature

Date

*Nancy Ulster*

Team Member Signature

Date