

## Letters of Appreciation working at the Registry of Deeds

Dear Sir:

I am seventy-six years old. Until my recent visit to your facility, I had never experienced a pleasant occasion conducting business with a government agency. The receptionists in your "Customer Service" division exemplifies all of the positive aspects of what "Customer Service: representative should be.

I'd be remiss if I didn't mention another of your personnel, Mr. Joseph Gentleman, who was very helpful and courteous.

I offer my congratulations to you on putting together such a pleasant and professional staff.

**SAUGUS – William April 27, 2013**

Went to Registry of Deeds in Salem this a.m. and was pleasantly surprised by the friendliness and helpfulness of the staff. Especially Joe, who filled my request for a floor plan with a large scale and a small-scale copy ("for your files") without being asked.

Just plain nice!

**SALEM – Judith August 31, 2018**

Kathy and Joe

I want to thank you very much for your generous assistance and patience in helping me to locate two land properties that offered no book or page reference on the public assessment card. I also needed to get a plot plan of the property, and through a thorough search, you were able to provide that for me, as well. I appreciate your knowledge regarding my requests.

I hope that you will let John O'Brien know about your kind efforts in helping me today.

Kind regards,

**Janice, REALTOR Sales Associate | Broker – August 1, 2018**

No question, just a comment. I was very impressed with the customer service I received today. These days it is not always a pleasant experience to call somewhere with a question. But today I called the Registry, left a message and received a call back within five minutes from Joe in the Plan Room. He was so pleasant and helpful. He walked me through the website and I had my answer in minutes. My thanks to Joe and the Essex Registry of Deeds.

**GEORGETOWN – Maureen, June 1, 2016**

Dear Mr.

Thank you for taking the time to send me a letter to express your gratitude and praise regarding our employees in the Plan Room. My Staff takes great pride in our customer service policy in assisting the residents of Essex County to the best of our ability. A copy of your correspondence will be placed in Kathy, Alden and Joe Gentleman's employment files.

Our motto at Essex Southern District Registry of Deeds is "How May We Help You?" I am pleased we were able to assist you and your brother.

If you have any questions or concerns regarding our services, or need any further assistance please do not hesitate to contact me.

**John O'Brien, Register of Deeds – May 8, 2015**

Dear Sir:

My brother and I would like to take a moment to thank the staff of the plan room for their assistance in coming to the aid of two eighty-year-olds discovering the Registry of Deeds in Salem.

The help and time was more than my brother and I would have expected making our visit most enjoyable.

**SWAMPSCOTT – Dominic, May 1, 2015**

Dear Friends at the Register of Deeds.

I wanted to write to thank you for your recent help with the wonderful Essex County map that your staff helped find for our member Joan. She reports that Joe and Alden were very kind and very helpful in the process. We thank you!

**PEABODY – Rev. Joel, Community Covenant Church, May 10, 2012**

Comment for Mr. O'Brien. Just wanted to let you know how helpful the 2 men in the plan room were. Joe and Alden were more than just helpful. After I described my need they went out of their way to find the right information to help solve my problem. They did it with enthusiasm and excitement. It was a pleasure dealing with these two men. They are to be complimented for their service.

**ROCKPORT – James, May 4, 2012**

To Mr. John O'Brien:

I writing to inform you of the excellent service I received from your plan room staff Aldan, Kathy and Joe. Their expertise saved me many hours of research time.

They have also helped me with equal helpfulness on my survey efforts of the boundary retirement survey of the Salem MBTA Commuter rail Station and your old location... The Salem Probate Courthouse site.

**LYNN – Alex, December 5, 2013**