



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, D.C. 20410-3000

OFFICE OF THE ASSISTANT SECRETARY  
FOR ADMINISTRATION

October 8, 1999

Mr. Wayne Gatewood  
President  
Quality Support, Inc.  
7785 Tiverton Drive  
Springfield, VA 22152-2021

Dear Mr. Gatewood:

On behalf of the Department of Housing and Urban Development, I would like to commend you and your staff for the high level of support you have consistently provided this Department.

Quality Support staff has operated HUD's Customer Service Center since 1994. During that time we have seen our role operation grow from a "back office" operation to a high visibility, efficiently run, state-of-the art facility. Our success has been a direct result of the highly qualified, customer service driven employees and solid management personnel you have chosen to provide for this requirement. With your support we have become the prototype other agencies seek to emulate when attempting to establish their own Customer Service Centers.

Your staff has also been instrumental in providing operational support for our on-site Duplicating Facility. HUD staff consistently commend the good work your staff is able to turn out regardless of the deadline. Your staff can always be counted on to go the extra mile and provide a quality product the customer is pleased to receive.

Mr. Gatewood, thank you for helping to define exemplary customer service at HUD.

Sincerely,

A handwritten signature in cursive script, appearing to read "Clarissa A. Ashton".

Clarissa A. Ashton  
Chief  
Distribution and Mail Branch