



REPLY TO THE
ATTENTION OF.

DEPARTMENT OF THE ARMY
HEADQUARTERS, 83D REGIONAL SUPPORT COMMAND
4235 Yorktown Avenue
LOS ALAMITOS, CALIFORNIA 90720-6002


AFRC-CCA-IG

19 April 2002

MEMORANDUM FOR California Relocation Services, ATTN: Mr. Brandon Dolman,
7361 Doig Drive, Garden Grove, CA 92841

SUBJECT: Relocation to Fort McPherson, Atlanta, GA

1. I wanted to send you this short memorandum to personally thank and compliment several personnel from your moving company who packed and loaded our household goods at 3 Atlas Drive, San Pedro, CA from 16-19 April 2002.
2. This was my wife's and my twelfth (20th) move with the military in my 24 year Army career. We were **extremely impressed** with the professionalism and courtesy of five of your personnel. These personnel included Chuck and Mario from your packing crew (16-18 April 2002). These two men took the time to carefully pack everything that we collected over our 25-year marriage. They both followed the express concerns and instructions of my wife and I had regarding specific items that we owned. Chuck's humor and outgoing personality truly set the tone for the entire move from the beginning.
3. My wife and I were both **extremely impressed** with the professionalism and courtesy of the three personnel that loaded the moving truck (18-19 April 2002), Dana (the driver), Jeff and Scott. They loaded all of our household goods (17,506 pounds) in a diligent and professional manner, that I do not remember from our other military moves. Dana's caring and methodical inventory process (totaling 20 pages) was the best I have seen in all of our moves. Not only did Dana complete the inventory process, but he supervised the entire loading process from start to finish. After completing the loading of all our household goods, Dana took the time to call us at home and advise us of the total weight of our shipment.
4. I'm sure these men pack and load many families in their jobs with your company. However, the pride, caring attitude, friendliness and professionalism they demonstrated to my wife and I over the four days they were with us reassured us during a very stressful time in our lives. Please pass my comments on to these personnel and thank them for their dedication. They are all true professionals and represent your company well.


ROBERT P. QUINT
MAJOR, MP
Detailed Inspector General

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