



*Advantage Veterans Services of Walterboro, LLC*

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To Whom It May Concern,

I just wanted to take a moment to let you know how much Veterans Victory House appreciates your employee, Chris Cato. He has gone above and beyond for us, and we wanted to let you know how greatly that is valued here. As most places are, we are extremely 'team oriented'. It is not often that you come across someone who is so openly friendly and such an obvious team player.

As a short background, we do not know much, if anything, about cameras or any of the software that goes with it. We were all a little nervous to have so much technology on our hands, all of a sudden. Chris came in and immediately introduced himself, and was extremely professional. He spent a lot of time in my office as I was the one getting the large screen. He explained everything that he was doing, and made me feel comfortable with all of the new additions we were having.

He is extremely personable and professional at all times. He explained how he was setting everything up, and what everything was for. He asked my preference on multiple things, and made me feel comfortable with everything he was doing. Too often you have an outside company come in and 'take over'. This is hard for us in a nursing facility. We all felt like Chris went above and beyond to work with us, not around us. He worked with my schedule as much as he could, and did anything I asked him to do. The cords under my desk were a complete mess for the last few months. When he added the new computer, he took the time to re-wire everything and organize it. It's these little touches that make you realize how much you value a person. These are the things that tell you if someone is there 'just for the job', or someone that truly cares.

He explained that his team lead was going to be going through the training process with us. We were all very surprised to learn that he is not a team lead. He always seemed so in control and confident with everything he did. We have all gone up to him with multiple questions, and he always handled them calmly and confidently. Anything he didn't know, which was not much, he always found out the answer and got back to us quickly.

Chris has made this whole process enjoyable. To be honest, I was not looking forward to a crew coming in and possibly tearing up my office. Chris made sure to schedule time with me that worked, cleaned up after himself, and even went as far as to fix some of the issues I was having before he even walked in. In my experience, I have never had someone from an outside company that I was sad to see leave!

Again, I cannot say enough good things about your employee. I cannot imagine how hard this would have been without him. I think that you have a wonderful team player, and we at Veterans Victory House want to commend him, and you, on what a pleasurable experience this has been. We will definitely be recommending A3 to other businesses in the future.

Please call me if you need anything!

Sincerely,

Joey Cooper  
Director of Human Resources  
Veterans Victory House  
(843) 538-3000 ex 114