

CHERYL SILER

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GREENSBORO, NC 27406
(336) 617-3495

February 29, 2016

Ms. LaTia Smith, Administrator
DEVELOPING MINDS QUALITY INFANT & CHILD CARE CENTER
3100 Lord Baltimore Drive
Windsor Mill, MD 27244

Dear Ms. Smith,

RE: MRS. ARETHA TAYLOR

When I receive poor service, I notify management, accordingly. To the contrary, when I experience excellent service, I believe in giving people their "flowers" while they are living and can enjoy them! Such is the case with Ms. Aretha Taylor.

Recently, I had the pleasure of meeting Ms. Taylor while my husband and I were assisting our daughter-in-law (Kisha Siler) by dropping off and picking up our grandchildren, Cameron and Camden Siler, at your day care. Communicating with Ms. Taylor was refreshing and one of the most enjoyable experiences I've had in quite some time! The "Peace of Mind" we received from her by assuring us that everything would be okay was extremely comforting, to say the least—despite our shortcomings! She was extremely patient, cordial, yet very professional with us during the entire interaction. Her sincere love for Cameron and Camden and the opportunity for her to make a positive difference in their lives (and all the children she serves) were very evident. In addition, Ms. Taylor's extensive knowledge about the philosophy and curriculum of Developing Minds offered to my grandchildren was very impressive.

I really appreciate receiving quality service wherever I go, and it is very apparent to me that Mrs. Aretha Taylor takes her position with Developing Minds very seriously. Ms. Taylor is definitely an asset to your day care team! I hope you choose to recognize Ms. Taylor's positive contribution to your team by giving her the "flowers" she so richly deserves (in whatever form you deem appropriate)—while she can enjoy them!

Thank you for providing an exceptional atmosphere for the development of young minds! Enjoy your day.



Cheryl Siler
(Grandparent – Cameron and Camden Siler)