

From: Chang, YuJung [<mailto:>]
Sent: Monday, April 21, 2014 10:01 AM
To: ServiceFirst
Cc: Liwen Cheng
Subject: Appreciation for City's staff

Dear City of Bellevue,

I'd like to commend one of the City's distinguished staff, Frank Lasso who had found my wife's cell phone and called us to arrange the return of the phone.

Last evening my wife dropped her phone at the Larsen Lake Blueberry Farm (by 148th SE) after an evening walk around the farm. She didn't really know where she lost the phone and was frantically looking for her phone in the house this morning. Luckily, Mr. Frank Lasso (I apologize that I might not have his last name spelled correctly) from the City of Bellevue was working at the farm this morning and found my wife's phone. He called to let us know and waited there for us to recover the phone.

I'd like to share with the City how much we appreciate. Frank is such a pleasant and gracious young man. His genuine interest in helping people and hard-working attitude (by the way I saw him working at the farm this morning) just make this sunny "Marvelous Monday" even more marvelous! He really warms our heart. It's employee like Frank doing "little things" like this that make makes Bellevue the BEST City in US. I've traveled to every major US City more than once for my work and I still consider Bellevue the most desirable place to live.

Since I cannot find contact information for the manager of Park & Community Services on the City's website, please forward my email to P&CS Manager and Frank's supervisors to let them know how much we appreciate their leadership and services for the City!

Best regards,

YuJung Chang, PhD
Vice President
Director Water Treatment Technology, Americas