



August 18, 2011

Kevin Lessing  
Lessing's  
3500 Sunrise Highway  
Building 100, Suite 100  
Great River, NY 11739

Dear Kevin:

I want to take this opportunity to acknowledge my sincere appreciation for the professionalism and yeoman efforts of the Lessing's food service team at Jamestown Community College this summer. The staff consists of Julie Wooten, Manager, Christine Volk, Assistant Manager, Patti Delahoy, and Brandon Olson. They provided food and exceptional customer service for a variety of residential and short term summer programs coordinated by JCC's Center for Continuing Education. The largest program consisted of hosting up to 185 Swedish visitors from late June – mid-August, an English Immersion Program and visiting Japanese program from July 25 – August 12, which each program required food service for all three meals, seven days a week. They also served lunch for 174 kids ages 8 – 12, including staff for an entire week, catered an annual Birding Festival dinner, and provided food service for various special breakfast and dinner ceremonies in addition to staffing regular hours for the campus community. It seems the kitchen was constantly humming with activity throughout the summer.

The amount of people utilizing the services of our campus catering this summer was of particularly high volume. Through all of this, the staff of Lessing's went above and beyond expectations of each program and actively sought out feedback in order to enhance the dining experience of their customers. They took into consideration the many dietary restrictions, allergies, and preferences and either provided individual or small meals for those individuals or adjusted the menu to fit the needs of the entire group. What was more impressive were the special touches such as providing cakes for birthdays, making special orders/trips to the local grocery store for specialty items, providing a variety of choices with each meal, ensuring there were beverages available all day, packing extra water and snacks for off-campus trips, discussing menu choices, and personally introducing themselves to each group so individuals could directly provide them with suggestions and feedback. They also made adjustments to meal times and accommodated various numbers of individuals within short notices, all with a smile and can do attitude. After learning of "game night" for the Swedish program, Julie and Christine took it upon themselves to bring in their own personal board games for the participants to use all summer. That certainly was not expected and such a welcome surprise. The entire staff not only was concerned about the various groups' dining experience but also the overall experience on campus, which was certainly enhanced by their efforts.

I consider the entire Lessing's staff at Jamestown Community College invaluable and a large contribution to the success of JCC's Center for Continuing Education's summer programming. The amount of time, commitment, and caring put forth by Julie, Christine, Patti, and Brandon was nothing short of impressive. We look forward to working with them on future endeavors as they contribute significantly to the success of our programs and serve as ambassadors for the college in general. As usual, it was a sincere pleasure working and interacting with Julie and her staff. Kudos to Lessings!

Sincerely,

A handwritten signature in black ink, appearing to read 'Grant Umberger', written over a light blue horizontal line.

Grant Umberger  
Director, Center for Continuing Education

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regional board of trustees representing  
Cattaraugus County, Chautauqua County, and the City of Jamestown.  
cc: Greg Fish, Julie Wooten

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