

E.J. BROOKS COMPANY

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Scott Orbach President EZGSA P.O. Box 30406 Bethesda, MD 20824

Dear Mr. Orbach,

I wanted to take the opportunity of writing to you, concerning Jennifer Fahy.

Brooks is one of your newest clients. I had the pleasure of attending both GSA seminars last year. I confess that completing the GSA Schedule for my company seemed a massive undertaking. The paperwork involved and the time that needed to be spent in filling out all of the required forms seemed Herculean. Enter Jennifer Fahy, Proposal Specialist.

Once Brooks committed itself to completing a GSA Schedule, our first conversation was lengthy one and I think, even the second. Jennifer helped break down my task to more manageable bites. She gently took me by the hand and walked me through each step, in a planned and systematic way. I'm pleased to say that I've accomplished nearly all of my planned objectives, within the two-week period that I allotted.

Jennifer has an informed and amiable manner that communicates very well over the phone. When a difficult concept requires explanation, she's takes the time to explain a particular matter thoroughly until it's understood and she's done that often.

Her most notable contribution to Brooks was to have pursued two important exceptions in Schedule 84. She negotiated with a GSA contracting officer, who allowed Brooks to add two, large, additional product groupings to that same Schedule. Their addition will greatly expand the breadth of our product offerings, saving Brooks thousands of dollars and enabling Brooks to obtain more federal business, in a much shorter time.

Jennifer is knowledgeable, meticulous and thorough. These laudable traits will be essential as our proposal is prepared and as she negotiates with GSA. Several of us have spoken with Jennifer on a few conference calls. Her thorough command of her responsibilities and easy manner is her most admirable and endearing features. She's earned our trust and confidence and there is little doubt that Brooks will obtain the very best proposal, before Jennifer feels that she's completed her task. I've observed many



Customer Service personnel over a space of over twenty-five years. In my mind, Jennifer is one of the best that I've had the pleasure of getting to know.

Yours sincerely,

Jerry Peck

Product Manager

Government and Military Marketing

Brooks Seals