



March 7, 2017

To whom it might concern,

I wanted to take a moment out of my busy day to pass along some comments in regards to the service I receive at Waddell and Reed (American Food and Vending). I can't begin to say enough about Braeden Thurston. Every time I call he is always pleasant and in a great mood, he never hesitates to look a product up, suggest an alternative product or make a special order just to make sure we are getting the product that we need.

I support the Kansas City market as a district chef so I get out and see other accounts often. It is always the common fact that Braeden gives everyone top notch service regardless of the account they are at. I have had a few times that I shorted my order and Braeden has offered to bring the product to my door. If that's not great customer service I don't know what is. Braeden has also been kind enough to pull orders at the ware house so I can pick them up. Again, I cannot say enough about the service Braeden gives us as a company.

While I was extremely excited to hear Braeden was promoted to a new area of Royal, I was a bit nervous about the quality of service we would continue to get. But he assured me if I ever needed anything to just reach out to him. In the first few weeks of transitioning Braeden work closely with Christine to make sure our orders were complete and correct. Braeden has always been a standup guy and extremely helpful with paper, cleaning, and chemical products.

This letter is long overdue but I wanted to take the time and pass along my feedback. Thanks for all your hard work and support in the Kansas City market Braeden.

Pat Peluso
Executive Chef/General Manager
Waddell and Reed