

From: Alyson <aevans@friendsseminary.org>

Date: November 13, 2014 at 7:54:24 AM EST

To: Susan Lin <susan@levlin.com>

Cc: skamal@friendsseminary.org

Subject: Re: kudos to Ray

Good morning Susan,

Thank you for taking the time to send this email. When making a change like this it's good to know that the people who are upholding it are doing so professionally.

Thank you again.

Regards,

Alyson

Alyson Evans

Director of Operations

Sent from my iPhone

On Nov 12, 2014, at 8:36 PM, Susan Lin <susan@levlin.com> wrote:

Dear Alyson,

I'm not sure this email should go to you, but I wanted to praise the work of Ray, the security staff member who monitors people entering the building.

His is a thankless job, trying to enforce a new policy that will make the school more secure and safe, while facing the inevitable grumbles of parents and caretakers who are accustomed to a less organized and less consistent method of checking in and out of the building. I have two children at Friends, and since I am (and have always been) one of those

parents who is very early for pick-up, I have witnessed what happens out front at pick-up time. Ray has been clear and consistent with everyone coming into the building, and as always with such a position, he meets with resistance. Sometimes it's a parent who does not want to stand in the back of the line and resents the new system and then takes it out on Ray. Other times, it is a baby-sitter trying to beat the system by surreptitiously cutting in line after getting a visitor's pass or at the last minute when the doors open — only to have Ray ask the individual to go to the back of the line.

Ray handles each situation with equanimity and professionalism. He knows what he is doing and he extremely vigilant and conscientious about his job and the priority of keeping students and staff members safe. He also possesses the no-nonsense attitude that is necessary for such a position. He is, as far as I have ever seen, always polite to parents and caregivers, but he also holds the line and keeps to the rules that are being asked of everyone entering the building. Again, this is a thankless job, and because I have seen the grief he gets, I wanted to let you know that he is doing an outstanding job.

*Yours,
Susan*

Please consider Friends Seminary's commitment to environmental sustainability before printing this email.