



August 19, 2012

To the SWTJC BOD:

On behalf of the volunteers who have organized and operated the recently finished World Gliding Championships we would like to express our deepest gratitude and highest compliments to CFO Hector Gonzales. In a very difficult and stressful setting for us, conducting a competition that included more than 300 people speaking 24 different languages &/or dialects, his staff provided courteous, prompt and exceptional service.

San Juana Trevino and Aracely Ruiz helped us with the arrangements for the various facility needs while Jesse Martinez answered calls regarding air conditioning, plumbing and repair issues with immediacy and an ever-present smile.

Having access to WiFi on the airport grounds enabled the pilots and crews to communicate with one another as well as with their home countries on an ongoing basis. As with all technological installations, the little glitches we encountered were met with calm competence by Blaine Bennett and Jose Montelvo. Every issue we raised, and most seemed like mini-crisis at the time, was addressed and resolved by an amazing staff.

I have already told Mr. Gonzales what a remarkable staff he has, but I wanted you to know it as well. For example, when one of our volunteers dribbled coffee down the corridor, Marco Delgado, with a smile and a chuckle, unlocked the maintenance closet to show me how to use the mop if it happened again. Courtesy, cooperation, and an "I'll do whatever it takes" attitude comes from leadership at the top. It is obvious to us that your Board has successfully chosen that leader.

Best regards,

Linda Murray
WGC 2012 Contest Manager