

As an active member of MHEDA, the Material Handling Equipment Distributors Association, your material handling equipment dealer is seeking the association's MVP Award. In order to earn the MVP (Most Valuable Partner) Award, a member company must document their commitment to professional excellence and outstanding service to their important stakeholders; Customers, Employees and Suppliers.

Your dealer is providing MHEDA with documentation to support their application for the MVP Award in the following key Areas of Excellence:

- Industry Relations
- Customer Relations
- Peer-To-Peer Networking
- Employee Education
- Best Practices



In addition, companies are required to reach out to a current customer to request a letter of recommendation for the MVP Award. Verification of an outstanding partnership with customers is an essential part of the MVP Award.

Samples of Customer Letters of Recommendation for MHEDA's MVP Program:

SAMPLE 1

Dear Ms. Cotter

I am writing you on behalf of **COMPANY NAME** and your MHEDA MVP program. I am pleased to recommend **COMPANY NAME** for this status. **COMPANY NAME** supports us in a number of ways.

Several specific examples listed.

Our experience with **COMPANY NAME** is that they are a professional, well managed firm and they meet and exceed customer expectations.

Signed by customer

SAMPLE 2

Attn: Kathy Cotter, MHEDA

I would like to thank **COMPANY NAME** for being one of our most professional and dependable partners in business. We've successfully worked with **COMPANY NAME** for over 20 years. There are not many companies that we have that solid of a relationship with and it's due to the integrity of everyone at **COMPANY NAME** and we are happy to recommend them for the MVP award.

No matter what the project, forklifts, conveyors or lifts, **COMPANY NAME** has always been there to investigate and provide quality products, solutions and services.

If your company needs any further recommendations, Tom or I would be more than happy to serve as references.

Signed by customer

SAMPLE 3 Via email to kcotter@mheda.org

Kathy,

I would like to share a few words on our relationship with the Team at **COMPANY NAME**. We have worked with them on projects both big and small. What we know going in is that we will get engineering and system design outputs that are relative to our work environment, **COMPANY NAME** has taken the time to understand our business and how our operations function. We also rely heavily on **COMPANY NAME** project management process knowing that we will have one point of contact throughout each project's lifecycle. We can always count on **COMPANY NAME** excellent customer service, not only during an active project cycle or in regards to a past project but also when we are brainstorming ideas or looking for advice on processes. Additionally, the Customer Seminars offered give us an opportunity to learn about new technologies, processes or concepts and they also provide a great atmosphere for networking with other industry professionals. We see our vendors as an extension of our company, we are partners and could not do the things we do without the things they do.

If you have any questions please call.

Signed by customer