

## Honorable mentions

Yahoo/Inbox

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### Shahid, Lilah

**From:**lilah.shahid@hbc.com

**To:**Kimbel Zumwalt,Marcella Moeller,Sharece Tisha Mcfadden,Christina Eichhorn-Triassi,Shandese Wardand 3 more...

**Bcc:**lilah1870@yahoo.com

Fri, Dec 15, 2023 at 2:54 PM

December 15, 2023

RE: Happy Holidays at Saks!

Greetings Everyone:

Hi, I'm Lilah, I'm new to the Boca Raton Saks empire team. I joined last month November 7, 2023 on Kimbel and Anna team in the Returns Department. Nice to meet you Rebecca, General Manager/Store Manager.

I originally joined Saks back in 2011 at the Sawgrass location.

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I just wanted to mention and call attention to the assistance and efforts of two Saks employees.

### 1. Manager Simone

While serving as MOD, Simone reconciled a transaction on the register after being called for assistance. After Simone left, the customer commented on Simone's professionalism.

What I notice about Simone is that she clearly explains the different POS processes to the associates, myself included and the reasoning behind Saks' policies, as the explained policy relates to returns and exchanges.

Also, she has nice hair and she is classy.

### 2. Lisa

I don't know if Lisa is an associate, manager or supervisor.

Here's the brief story; the service elevator broke on Sunday evening.

At the Return Desk, we were a bit busier than usual (which I like). I had to use the passenger elevator to transfer the returns since the service elevator was not functioning. We had 3 full carts. The first cart was spilling over. Lisa happened to be at the elevator. She just jumped right in, grabbed the cart and assisted me in steering the cart into the back area. She showed me the other entrance into the back area, through women's shoes, which I was not aware of. She located another cart for me.

I didn't even know her name. This may seem like a small jester but I think this shows a commitment to her work, team spirit, helpfulness and decency. I didn't even ask her, she volunteered. It seems like you could trust someone like Lisa with any work related task.

That's it.

I hope to get to know the best of everyone at Saks.

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Saks is a fabulous place to be all day.

Like Marc Gimbel said one day at Sawgrass, Saks is the best store in the mall. Mr. Gimbel hired me back in 2011. We all know who the Gimbel family is, right?

So, I say, Saks is the best store in Town Center Mall.

Have a Great day,

Lilah

p.s. I hope I spelled everyone's name correctly.

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