

From: Nicole Stephens [<mailto:nstacia614@gmail.com>]
Sent: Tuesday, January 16, 2018 11:17 AM
To: Planning <Planning@a2gov.org>
Subject: Letter of Appreciation Regarding Arbors Wellness

To Whom It May Concern,

I have been an employee of Arbors Wellness for almost two years, and I greatly appreciate the opportunity that I have been given to work here. My coworkers are quite honestly the most generous, knowledgeable, and all around pleasant group of people that I have ever worked for/with. I am genuinely grateful for this business and their services, as both a patient, and a loyal staff member as well.

At Arbors Wellness, we set our standards very high when it comes to all aspects of our business. We strive to always give our patients excellent, clean, and reliable medicine. Our patients know what to expect when coming here: wonderful customer service in a professional environment, coming from our highly educated consultants and staff. We offer a safe and comfortable setting for patients to obtain their medicine. In this sensitive time of this up and coming industry, we want to raise the bar when it comes to what to expect when arriving at an Ann Arbor dispensary. A wonderful environment with lab tested medicine, in an easy to visit location with handicap access (because many of our patients are disabled and therefore cannot visit these other dispensaries that are sometimes located on the second floor with no elevator access and no parking lot, who have mentioned on multiple occasions how much they appreciate our place of business).

Our patients and their satisfaction with our services are crucial to our business and day to day operations. We help our patients in multiple ways including making sure that they have clean and safe medicine, being quick to offer any useful information regarding our products, having easy access to our building, and simply making them feel welcome every time that they visit. We have patients travel from all across the state to our location due to our excellent reputation. Many of them have told us over and over again how glad they are that we have been able to continue to operate as a business because we are the only shop that they choose to get their medicine because of our high quality standards. All of this makes me grateful to work at Arbors Wellness.

Kindest Regards,

Nikki Stephens