



SAN DIEGO SHERIFF'S  
COMMUNICATIONS  
CENTER

Hanan Harb, ENP  
San Diego Sheriff's Communications  
5580 Overland Avenue, Suite 200  
San Diego, CA 92123

November 19, 2014

RE: Russ Bassett

To whom it may concern:

Russ Bassett installed furniture in our dispatch center this past summer. I have been dealing with Russ Bassett with many years at conferences and through professional organizations. Through these dealings, I had heard that Russ Bassett furniture was of excellent quality and that their customer service could not be better. During our workstation project, I was privileged to experience firsthand all that I had been hearing.

From the first day that they were awarded the contract, the Russ Bassett team began impressing me. They worked alongside my team to make sure that we had everything that we needed. This project involved much more than just furniture installation. We were pulling up the flooring, rewiring everything, replacing carpet, painting and installing new furniture. With limited space and a requirement for 60 dispatch positions, Russ Bassett worked diligently to create a design that would meet our needs while being efficient and cosmetically pleasing. They definitely exceeded our expectations.

On several occasions during the project, delays occurred or issues came up that required cooperation and flexibility from the various vendors. The Russ Bassett team was extremely accommodating and was quick to come up with solutions, including having their staff work on weekends, to keep the project on track. We had a requirement that the dispatch floor could not be shut down for more than 21 days. This was a very aggressive timeline but was achieved due to Russ Bassett's ability to work with other vendors and just get the job done.

Russ Bassett's furniture and the quality of their customer service is evident in the final results. Everyone who has seen the dispatch floor is highly impressed with what we were able to accomplish. The floor looks beautiful and we are very proud to be working in a state of the art dispatch center. I can confidently recommend Russ Bassett as a solid and reliable furniture vendor. They are experts in their field that provide the highest quality customer service. I would highly recommend Russ Bassett for any furniture needs and would gladly work with them again in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Hanan Harb".

Hanan Harb, ENP  
Communications Coordinator