

THE DISTINGUISHED FLYING CROSS SOCIETY



28 July 2021

**The Distinguished Flying Cross Society,
The Villages Chapter
3528 Valiant Court
The Villages, Florida, 32163**

TO: Heather Centeno, Booking Agent, Carl's Van Rentals
3011 McCoy Rd
Orlando, Florida, 32812

FROM: The Distinguished Flying Cross Society, The Villages chapter; 3528 Valiant Court 32163
Subject: Appreciation for your professionalism

The Distinguished Flying Cross society, The Villages Chapter, would like to thank and recognize Heather Centeno for her support from 9 through 26 July 2021. As you are aware, we attempted to make a club excursion to Fort Rucker, Alabama to witness the retirement of one of our members and conduct a book signing. The trip was fraught with logistical, administrative and health issues. We would like to thank Carls Van Rentals and especially Heather for her responsiveness, flexibility, and professionalism. We had to make numerous changes to the transportation plan when the aircraft we were relying on to transport of three of our most senior members had an accident making it unflyable. We had to change our reservation for a small van to one which would accommodate an injured 100 year old member recovering from back surgery. Heather was familiar with all the types of vehicles in your inventory and the type of seating they offer. She listened to our constraints and recommended the 15 Passenger Ford Transit Van which we finally decided to book. Her knowledge of the various vehicles in your inventory and her expertise in rescheduling is heartwarming. Heather calls back when she says she will, has a great telephone voice. She engenders trust. Heather is a boon to your business.

A local outbreak of the Covid virus "D" variant forced us to cancel the trip in order to protect the health and safety of our older veterans. However, a new Aviation History Museum will open in a few months and that will offer us another opportunity to visit Fort Rucker as a club. Based on Heather's superb assistance, "Carls" will be our first choice in arranging any future group transportation needs. We would like to continue to count on your expertise and wide variety of transport capabilities. Thank you, Heather for all your assistance to the Distinguished Flying Cross Society, Villages chapter.

A handwritten signature in black ink, appearing to read "Joseph Finch". The signature is written in a cursive style and is positioned above the typed name and title.

Joseph Finch
Vice President, Distinguished Flying Cross Society; the Villages chapter
3528 Valiant Court; the Villages FL 32163
Cell 571-215-2589