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Date: 11/6/2007 2:24:45 PM

Subject: late wish list

Ms Adams,

Sorry for this late entry. I hope that it is better late than never. I only have three wishes at this time for this office.

1. New blinds for the office.
2. Would like to see the international customer offices opened up so that the workstations are visible to the main side of the building and the public. In order to do this the wall that is across from our 10 front counter workstations would have to be taken down or cut down in size to half walls. Connie and I would be able to monitor what is going on over there much easier to determine if things are running smoothly. I believe that the private office atmosphere that we now have tends to promote a longer visit than needed. It also takes the customers longer to find the workstation they are being called to, as well as the customers bring everyone that came with them into the room instead of waiting in the main lobby.
3. Would like to have the 2 testing stations that are located in one of the international customer offices moved to a location where the applicant that is being tested is not subject to the distractions of other people being served in that same small office. There is an area that is not being utilized located behind our greeter station that could be made into a small testing area if we could put up partitions of some type to isolate the two testing machines.

Thanks for your consideration in these requests.

Beverly Lake
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