

## Marenco, Merlyn

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**From:** Maya lacayo <mayalacayo@gmail.com>  
**Sent:** Thursday, March 25, 2021 4:04 PM  
**To:** algarcia@lazparking.com; cmajdak@lazparking.com;  
mgonzalezquintana@lazparking.com; Parking  
**Cc:** Maya lacayo; Jessica Menendez  
**Subject:** Employee feedback - Gabriel Paz

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Good afternoon,

I hope this message finds you well.

My name is Maya Lacayo, a pleasure to virtually meet you. My reason for this message is a positive one. I need to inform you about the exceptional, above and beyond and empathetic assistance your employee, Gabriel Paz (Coral Gables, FL – parking garage) has bestowed upon me and my friends on the evening of March 21, 2021.

When they say “not all superheros wear capes” they were referring to Gabriel.

While waiting in line at the pay station, my friend sitting in my car became severely sick.

Gabriel was assisting the patron ahead of me who was having trouble with the form of payment, running back and forth between the line of cars trying to exit the garage, and us at the pay station. My turn to pay came up and he graciously helped me as well. I was parked in the spot across the pay station. As I approached my vehicle, I noticed my friend had become terribly sick. Gabriel came up to us, assessed the situation and quickly jumped into action. Not only did he bring my friend bottled water and hand sanitizer but he also held my friends hair as she continued to become sick. He talked to her as she profusely apologized for the inconvenience and mess she had made. He comforted her and reassured her not to worry.

Nobody asked him for help; it came naturally to him and all the while performing his job. He was still attending the parking garage patrons running back forth, ensuring everyone was having a problem free experience.

I didn't dare drive off since any sudden movement my friend made, heightened her nausea. So I naturally decided to continue to wait and started to chat with Gabriel, learning a bit more about him. He has aspirations about continuing his education and shared his interests in the Foreign Exchange market. He is a very transparent and nice individual with potential for more.

I can confidently say that you have an exceptional employee and that you should be proud to have someone like Gabriel working for you. His core values are very much aligned to what any company desires to have; responsibility, adaptability, honesty and most importantly kindness.

His kindness and willingness to help compelled me to write you this email message because more often than not, greatness goes unnoticed. In addition, I know it is more impactful when employers receive actual measurable statements and thus my lengthy message.

I hope my testament of Gabriel's character will afford him some form of promotion, recognition, raise, etc. All I can do for him is recognize his efforts and ensure his superiors and leadership are aware of the exceptional employee they have working for them. I believe that when you have employees that truly care as much he; you must do whatever is in your power to keep them.

I am happy to speak with anyone from your company should you have any questions.

Thank you in advance for your assistance with this matter.

Sincerely,  
Maya Lacayo