



# COMMONWEALTH of VIRGINIA

## DEPARTMENT OF TRANSPORTATION

1401 EAST BROAD STREET  
RICHMOND, 23219-2000

**CHARLES D. NOTTINGHAM**  
COMMISSIONER

**LYNDA J. SOUTH**  
PUBLIC AFFAIRS DIRECTOR

Dear Jay,

Great customer service deserves recognition. I just wanted to drop you a note to tell you what a pleasure it was working with Anne Muster on our recent video distribution project. Even when faced with unending delays and constant order changes Anne was always accommodating, available, super quick to return calls and eager to please. You can bet that Jay Gross Studios will be my first call next time I need a big dub job. You can also bet that Jay Gross Studios will be the first place I recommend to colleagues. You have a real star there in Anne Muster.

Cheers,

A handwritten signature in cursive script, appearing to read "Lennie".

Lennie Tierney, Video Supervisor  
Virginia Department of Transportation  
Office of Public Affairs  
1401 E. Broad St.  
Richmond, Virginia 23219