

## A Thank You Letter to Our Repair Department

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For over forty years, The Computing Center has been providing computer and repair services to our clients. In the early days, we repaired terminals and dot matrix printers. Later on we repaired desktop PCs and the early laser printers. Today, we repair and maintain all sorts of laptops, desktops, printers, and servers. Although we can work on most computer equipment, we specialize on Hewlett Packard, Apple, and Dell equipment.

As important as the technical training, skills, an experience needed to properly repair computer equipment, so is understanding how clients feel about having their equipment being out of their possession while the repair takes place.

By mid-August each year, we see an influx of new people joining our community, typically to attend or be employed by Cornell, Ithaca College and TC3. So our repair departments gets quite busy with new people and regulars. However, in every situation, we work hard to have all clients feel important and special.

One of those repairs was for a lovely person, Roberta Moudry, who had a couple of Apple MacBook Pro laptops with screen problems. Sara Herman and Rose Christofferson walked through the issues with her and got the equipment quickly scheduled for repair. And one of our certified Apple Technicians, Emily Vannoy did her masterful repair work to get the equipment operating properly.

All, in a day's work. Well, not quite...

Here's the email we received from Roberta along with her permission for us to reprint it here.

***To all the staff at the Computing Center that helped us:***

***My son and I had a problem with our MacBook Pro screens. I have a difficult schedule due to elder care responsibilities out of state. You helped us so much, were so kind, professional and efficient....and during a really busy week for you (first week of Cornell classes). We are so grateful to you — you are an oasis of professionalism and respect.***

***I can write this email and see it through my beautifully clear screen. My 93-year-old dad was amazed — I had to tell him several times this is not a new laptop!***

***Thanks again for your help. We appreciate you!***

***Best,***

***Roberta Moudry and Reade Otto-Moudry***