

SAKS  
FIFTH  
AVENUE

**ROBERT WALLSTROM**  
SENIOR VICE PRESIDENT & GENERAL MANAGER  
NEW YORK STORE

February 26, 2004

Tina Novelino  
Cosmetics Department  
1<sup>st</sup> Floor

Dear Tina:

I recently received an email from one of your customers, Barbara Amaro. She was kind enough to acknowledge the exceptional service that you provided to Cinda Goldberg, Lee Rubino, Lyn Albrecht and Jamie Glesson. To be able to successfully convince and satisfy professionals in the same industry is truly great. Your customers were taken and impressed by your approach and enthusiasm. I would like to thank you for your hard work with this customer. The care you exhibited in assisting is highly commendable and you deserve my sincerest gratitude.

Tina, you have truly displayed the core values of Saks Fifth Avenue in your work with this customer. We appreciate your hard work and dedication in reinforcing our service standards to be the MOST inviting luxury shopping experience in the WORLD.

A copy of this letter will be placed in your personnel file and you will receive 100 Associate First Bonus Points.

Sincerely,

  
Robert Wallstrom

*Tina,*  
*Thank you!*

Cc: Human Resources