

*TharpeRobbins offers over 100 years of experience providing recognition programs for corporate customers. Our core strengths and market differentiators are customer service, technological innovation and flexible administrative solutions.*

**Things people are saying about TharpeRobbins ...**

"I tried my access to the site today and WOWEE!!! This is great. Works like a charm."

**People Services, Benefits Analyst  
The Coca-Cola Company**

"The folks at TharpeRobbins and at Honeywell have made this experience one that I will remember, not for the challenge, but for how it was dealt with. You take customer satisfaction seriously and it shows. Thank you again for all of the help."

**Director Product Safety Programs  
Senior Chief Engineer Product Integrity  
Honeywell Aerospace**

"I also wanted to let you know my account manager and her team are doing a really good job of managing our program. They are on top of making the necessary changes to our program and any issues that may arise. Our recipients really like the gift selection and quality of gifts."

**Benefits Manager  
Loehmann's**

"Thank you all so much! As usual, unparalleled customer service."

**HR Director - Employee Records  
Fluor**

**TharpeRobbins**

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**Aflac's Christmas is for Kids Event is a HUGE Success**

The Christmas is for Kids program provides 800 – 1,000 gifts for families from local missions. This year, TharpeRobbins donated programming and services to establish a user-friendly ordering website for families to be able to select exactly what toys they prefer. By automating the ordering process, more families could be served and the pick-up day for parents and volunteers was much more efficient.

**Employee Services Coordinator  
Aflac**



"Just wanted to share some early feedback from our team on this years' service awards. People have expressed their surprise and pleasure at the variety of top quality awards across the categories."

**HR Administrator  
Do It Best Corporation**

"You both rock! I just received the 10 year pins, and the Director was asking me today about them, too. Again, you rock! Thank you both for taking care of me!"

**Human Resources Assistant  
St. Mary's Hospital**

"On behalf of TharpeRobbins, Alstom, (and even UPS!) I feel it is very important to share positive customer experiences. This is, without a doubt, the most positive experience I've had when communicating with a customer service account manager."

**20 Year Recipient  
Alstom Power**

"Program is going great! Everyone is only speaking positively of it! Thanks so much for making my life so much easier!!"

**Program Administrator  
Smart Financial Credit Union**

"YOU ARE AMAZING!!! Thank You SO MUCH for getting on this right away! Thanks Again to you and your Department for helping us on this last minute rush!"

**Purchasing  
CMC Steel Arizona**

"Received my watch and am enjoying it very much. I was especially impressed with the engraving. Thank you again for the great service and quality merchandise."

**Government Contract Analyst  
B. Braun Medical, Inc.**

"I want to simply say Thank You from the bottom of my heart for saving the day at our Employee Service Award Program. Just making it happen, supersedes my expectations of service. This is truly a customer service experience I'll cherish and share with others for life."

**Office of Human Resources  
Coppin State University**

"Thanks for the quick response; you maintain the lost art of good Customer Service."

**Recipient  
IMI Cornelius, Inc.**

## Things people are saying about TharpeRobbins ... Winter 2010



### Our Mission & Vision

#### Our Mission

To foster superior performance in organizations by creating new standards for employee recognition and rewards through imaginative solutions, flawless execution, professional services, and world-class technology.

#### Our Vision

To be the leader in managed recognition and reward solutions that drive higher levels of employee engagement and fulfillment.

# Omni

PARTNER  
NET

motiv8  
your workforce

M  
THE MASTERPIECE COLLECTION™



"Our service award program is running very smoothly; the current process basically takes care of itself. And, if any issues arise, they are quickly resolved with the efficient help of our account manager. We continue to be very satisfied with the service you provide."

**HR Manager  
LabCorp**

"As always thank you for your excellent service to our site."

**VP of SRNS  
Savannah River Project**

"It is certainly my pleasure to work with great representatives of your company. Our CSR is a first class rep who takes care of my company's last minute issues immediately. We have a great rep and very helpful in making my decision to go 'green'."

**HRIS Analyst  
Werner Co.**

"I'd like to commend you personally for your excellent customer service. Your staff was quick to respond to my inquiry about the tracking information of my shop-vac. I am gratified and impressed. It's just so seldom that someone makes such an impact on me that I would make time to write a thank you."

**Recipient  
University of Southern California**

"Thanks to my account manager. If TharpeRobbins has a recognition program, you sure have my nomination for Excellent Client and Customer Support (and I am serious!)"

**Administrator  
Xilinx**

"I have to say that you and TharpeRobbins make Service Awards so easy. Thank you so much for the great service these past months. I truly appreciate it."

**Human Resources Manager  
Teledyne**

"I just want to again thank you for taking care of my award so promptly. I was telling a group of friends here at break about it coming so quickly and I heard nothing but great things about your company. Everyone I've talked to has been really pleased with their gift and the service. I plan on getting with HR to express my appreciation once I let them know I've received my gift."

**Recipient  
Stanley Electric U.S. Co., Inc.**

"Received in excellent condition. The quality was very impressive. THANKS alot...."

**Recipient  
Skyline Medical Center**

"I wanted to send you an email on the great success we had resolving a service award issue. He is a 40-year service award participant and a Manager in our company. Thank you to you and your team for helping me make this happen. This will go a long way for us with employees and demonstrating our commitment to providing high level customer service to our employees."

**Program Administrator  
Scana**

"I wish to inform you that I have selected TharpeRobbins as my employee recognition partner. Congratulations! Your track record with us as well as your customer service set you apart from the others under consideration."

**Director, Corporate Human Resources  
Intelligrated**

"Everything is going great. The employees love the awards. We've started to announce the special milestones to the company. Very positive responses. We are very happy with the services."

**HR Manager  
IPC**

"It went great. Our CEO said it was perfect! Our account rep also did a great job making sure we received those last minute certificates we kept calling her on. Your service was wonderful this year."

**HR Manager  
Medical Center of Georgia**

"I wanted to let you know that TharpeRobbins took excellent care of me. Your staff went the extra mile to help me with the lamps that I had selected. They both were very nice to me and wanted me to be satisfied. I just wanted someone at HT to know how well they did."

**Recipient  
Harris Teeter**

"Just want you to know that our account manager is excellent. She is so helpful and patient. It is very hard to find an employee like her."

**Administrator  
Interdigital**

