



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.

Summer 2009

TharpeRobbins is committed to pursuing sound environmental practices and is constantly working to eliminate or minimize our industrial “footprint”.



Things people are saying about TharpeRobbins ...

How nice of you to follow-up... each of you and all of those behind the scenes make TharpeRobbins a great company to work with and I'm guessing a great place to be employed. I think the plastic envelopes are innovative (with the focus on going green an added benefit) and I like the look of the booklets.

**Administrator
Ellis Hospital**

Thank you so much. I told the lady I talked to on the phone that you guys have a great customer service department, and you have done nothing to disappoint.

**Recipient
UPS**

I have been wearing and enjoying my watch for a month now and I am very happy. I just wanted to say thank you for your help and especially for being so responsive to my requests for assistance. In this day and age of “customer no service”, it is a breath of fresh air to do business with a customer service representative and company that puts its customers first.

**Recipient
Savannah River**

I like this! Let's keep it! I'll go ahead and forward to ... You guys are the best ever. Thank you so much!!!

**Administrator
Tekelec**

I just wanted to let you know that we have received our presentation boxes and they look wonderful. Everyone here is very impressed with how well they have turned out. I also looked on the website and it is great. Please thank everyone on your team for doing such an outstanding job.

**Employee Relations Specialist
BNA (Bureau of National Affairs)**

Thanks for doing the job that you do.

**Administrator
Franklin Electric**

I would like to take a moment to tell you how much I enjoy working with our Account Manager As you know, this year we implemented a new recognition program at Gentiva. The program has been extremely successful and I credit ..., in large part, for her help and expertise. I can always depend on her to take care of our issues in a timely and professional manner, recommend better and more efficient ways of doing things and provide the excellent support and service I have come to expect from TharpeRobbins.

**Director, Corporate Human Resources
Gentiva**

Per our e-mails a week or so ago, I wish to inform you that I have now received the missing compressor, and the order is complete. I want to thank you for your professionalism in handling the issue; it's good to find people who are hassle free in dealing with problems. I also want to commend you and your company for the quality of gifts, as I am very satisfied with the award I chose.

**Recipient
Hayes Lemmerz**

I want to let you know how happy our employees have been with our new service award program from TharpeRobbins. At our award presentations, other employees are asking to see the service award booklet to see what choices are available. We hear only positive responses. One employee sent me a thank you card for being instrumental in bringing this new service award program to Truth Hardware.

**Administrator
Truth Hardware**

Thank you for your personal assistance, patience and kind follow up. I am glad that Ricoh Electronics chose your organization as the source of my 20 year service gift.

Your customer service is FANTASTIC.

**Recipient
Ricoh Electronics**

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

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THE MASTERPIECE COLLECTION™



Things people are saying about TharpeRobbins ...

... WOW! Is she the ideal employee or what? I just wanted to drop you a note about the exceptional service and assistance ... provides day in and day out. No matter what problem I have, no matter what assistance I need, no matter what my question ...not only assists me, but she does it so quickly it almost seems like magic! Such service is rare these days!

Project Specialist University of Southern California

Just a note to again thank you for your prompt and incredible assistance. The efficacy demonstrated by you and your team in my humble opinion is "perfection". Everything from the late order to the actual delivery at the hotel was seamless and expertly executed. As the commercial says, "Priceless".

Director, Human Resources Telephonics Corporation

That's excellent. I must compliment you specifically, and TR generally, for your expediency and forthright communication. Thank you so much. In today's anonymous market, this experience has been a pleasant surprise.

Recipient Nooter

First let me say, the convention was labeled as the best yet! We could not have been as successful without your many contributions. You ran the last mile with me to the finish line and I am very grateful! The rings were beautiful, the pins arrived at the hotel on time, and all four Hawaiian trips were well received. You made Major happy with the pool table, so it was not an issue during the convention. We highlighted how you and your team went out of the way to substitute a trip when the Mediterranean Cruise would not work for the dealer.

What can I say you hit a homerun! For that ... thank you, thank you. I know I am demanding, but I do so with a smile, because I know you will take care of me and you always do. I look forward to the future with you on our team.

Training and Promotions Manager The Wills Group, Inc.

We received the award for ... today. Phenomenal service!

Executive Assistant Canteen Services, Inc.

I really can't thank you all enough for all of the extra efforts (and hoops) you have jumped through to get this done! The presentation of these watches to co-op GMs who have been partners with Land O'Lakes for 25 years is very important to our organization and our executives—and the presentation to them is incorporated into our Annual Meeting. I was very worried about this all working out, but I knew you all would step up to the plate to meet our needs and deadline!

So truly, thank you so much for everything! We are thrilled that we have become partners with your organization.

Benefits Manager Land O'Lakes, Inc.

I just wanted to let you know that I really appreciate ... and all of their hard work with the packets and gifts for our employee recognition program. ...was so great with getting me the employee gift packets I needed immediately and even helped me get an order of packets at the last minute. ...has been so helpful with getting our employees' gifts ordered and received in a timely manner and anytime there has ever been a problem with an order it is always handled immediately. It is a pleasure doing business with your company!

Administrative Assistant Morris Communications Company, LLC

Thanks for the great service; it is a pleasure doing business with you.

HR Training Coordinator Kitsap Mental Health Services

I just want to let you know that the new OMNI box design was presented to our CEO. He is very impressed and thinks the design is great. We have his official blessing!

Administrator LabCorp

This all looks good, and yes after receiving first quarter's years of service awards, the new booklet and digital printed material along with new OMNI box looks great! This is a much better visual presentation. Thanks for all you do....

Director of Human Resource & Safety New York Carolina Express

