



MARGAUX PIERCE & CHRISTA FONDA

SUPERLATIVE WINNERS

So many of us had to exhibit so much strength and heroics this year, no doubt our team is pretty fuckin' super! Following year end recognition for Pamela Goldswor and Anthony Smida - Jared Eckler was so proud to also shine the spotlight on our new Superhero ambassadors. Congratulations to Margaux Pierce and Christa Fonda for their 2021 heroic efforts!

These two were put to task all year as we struggled to be on time due to every possible hurdle or delay Covid could cause for us, they both work with two of our busiest, most demanding, and possibly least understanding customers. Daily conference calls, hourly email responses, and hosting onsite representatives and managing those reps own stress was perpetual. Not only did both handle this with the utmost of patience, flexibility, empathy, professionalism, preparedness, and urgency - they often did so with a sense of humor.

They found the strength to stay strong for themselves and continued to be a supporter, encourager, and hero to those around them. They never passed on the duress, or stressful vibes they incurred, they stayed focused, warm, friendly, and supportive to everyone in production and in the office whether they had the answers or the confidence - didn't matter - their commitment to the customer and all of us was saintly, otherworldly, or just damn super! The amount of orders, details, PO info, aircraft info, and updates they needed to stay on top of in a year of delays and of bigger workload than ever is very impressive! Jared told them he'll never forget the strength they showed this year and that he was so proud of and appreciative of their efforts and whole super being! Tricia Martin and Sarah Eckler joined Jared in this sentiment and they all hope you feel the same and let them know!



SUPERHERO
AWARD



About This Superlative Award

This is awarded to a Partner that maintained an unwavering faith in the company's ability to achieve. A passion for Townsend's mission and values and a sense of ease at spreading that passion to others.