

# Terrapin Insurance Corp.

## Memo

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**To:** All Staff  
**From:** Tristan Smith, Manager  
**CC:** Hannah Green, CEO  
**Date:** March 11, 2019  
**Subject:** A Change for Casual Fridays

Dear Terrapin Staff:

At Terrapin Insurance, we pride ourselves on keeping our staff content and satisfied while they are hard at work curating our success. The dedicated individuals that represent this company are the best of the best and it shows in the work they create. With our top-of-the-line staff at hand, we are continuously advancing in everything we do and it shows in our dedication to our customers and beyond. In order to do that, we must have the best possible practices and atmosphere for our continuing prosperity.

As a company with a constant strive for betterment, it is our duty to continually look for opportunities that will make our operations run as smooth as possible. To achieve this, we have chosen to go forth with a program that offers us advice from a professional manager each week. Mr. Stanley Stern will be entering our office each Friday to assess and give feedback on how we are excelling and what we can do to improve. Though Fridays are usually a day of casual dress, we are asking all staff to look their best and brightest in order to create a pristine environment for our special visitor. For more insight on who will be coming into our space each week, I have attached Mr. Stern's informational brochure for you all to read.

We know everyone enjoys being a bit more relaxed on Fridays, so the casual dress will be returning in a few months when Mr. Stern is no longer coming in. If there is ever a Friday he is not coming, or if he chooses a different day of the week, all staff will be immediately notified of their ability to dress casually.

The administration here at Terrapin is very excited to receive this extra help and we hope to achieve as much improvement as possible. As always, your hard work and effort do not go unnoticed and we appreciate everything that is accomplished by our staff. If you have any questions about this change, please do not hesitate to contact any of our administrators with your concerns; they are here to cure an uneasiness.

Attachment: Stanley Stern Information Brochure