



# WOWEDAMERICA<sup>SM</sup>

## *Certificate of Sighting*

*Awarded To*

**PATTY WILSON**

**TAKE CARE HEALTH – BRENTWOOD, MO**

**For delivering the WOWEDFactor<sup>SM</sup>**

**WOWEDFactor<sup>SM</sup>:** a personal experience a customer has with an employee of a business that is perceived by the customer to be so humanizing, engaging or connecting, that the customer's perception of that individual, and consequently the business, becomes significantly enhanced.

**Recipient:** Fred Firestone

**Time/Date of Sighting:** February 26, 2009 – 2:35 pm

**Testimony:** “Patty Wilson makes you feel good even when you don’t feel good. I went to Take Care Health because I suspected I had pink eye, which my wife was diagnosed as having a week before. After asking me a few questions, Patty reassured me I didn’t have it. She went on to explain some things about eye health (and ways to continue to avoid my wife’s pink eye) that were very helpful. Further, because I didn’t have a diagnosis, she said there’d be no fee. She presented herself as a sincere, caring, fair and thoughtful person. She explained to me she loved her job because she liked helping people feel better. You could tell. What a credit she is to Take Care Health. Because of Patty, I’ll be back again ... hopefully *not soon and not frequently.*”