

After two years as a publisher, I expanded my business overnight to include a massive educational program for writers. I needed a brochure to advertise the workshop that would kick off this program. Anne agreed to help me design the brochure.

She did an awesome job organizing the tons of material I gave her and setting it up in a catchy brochure format. Then the fun began. I bombarded her with one change after another, as I refined the program on my end. Anne had the best attitude through this whole process. She took care of all the changes quickly and professionally, and she kept me organized. I was thrilled with the finished product.

That's when I realized time had snuck up on me, and I needed 100 copies of the brochure in my hands by the following week, to take to a conference. That's also when I realized I had to make yet another major change to the brochure content. This was three days before the Thanksgiving holiday. Panic!

Anne stepped in and told me not to worry – she'd take care of everything. I didn't see how she could squeeze my project in on such short notice, during a holiday week. But two days later, she gave me the wonderful news that all the changes were done and the brochures were printed and on their way to me via overnight express. She even remembered – though I forgot to tell her – that I preferred a particular courier service; she remembered this from a project she did for me a year earlier!

Meanwhile, Anne also sends out a weekly email distribution for me. When I realized she was going to step in and take care of the brochures for me at the last minute, I told her she could skip the email distribution that week. Imagine how surprised and thrilled I was when she wrote and told me she had gone ahead and sent the distribution as well. She has definitely gone above and beyond on this project, and as a result, I can enjoy my holiday, knowing everything is set for the conference next week.

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