

“ Matt did everything possible to ensure the shoes would be delivered to me that night.
He checked the stockroom, called the shipping company and looked in the mailroom.

I want you to know how grateful and delighted I am.”

Michael, Tysons Corner Center customer

Vanessa Q. Reyes,
Alderwood, Lynnwood, Washington

Susan Frad,
Alderwood, Lynnwood, Washington



To enhance the customer's experience through better information and reduced wait times, new touch-screen "point of sale" registers and "personal book" software will be fully implemented by the end of 2004.