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Mary Aleshire

Sunday, January 20, 2008 4:50 PM

From: "michaeln" <michaeln@pactaustin.org>
 To: davidg@pactaustin.org, maria@pactaustin.org
 Cc: lindal@pactaustin.org, garryw@pactaustin.org

Mary Aleshire came in on Sunday to pick up a Sony PD150. Immediately she began complaining that the camera was not satisfactory because she thinks it has an audio problem. I tested the camera's audio and it was working well. She did not test the camera's audio, she just complained that the previous camera she had did not have good audio. She then began to complain for the next ten minutes about how the current PACT equipment staff is horrible and that Jon and Thomas were much better about getting her gear ready for her shoots, that they were always available to set up her camera for her. this is after I set up the tripod and camera in front of her and showed her that everything was working perfectly. She complained all the way out the door (literally). I did not respond to her constant insults, I just smiled and said okay. About ten minutes after she picked up the gear she came back to drop it off. She said she couldn't trust the equipment staff enough to make sure her

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gear was working properly so she didn't want to take it out after all. I can only surmise that she meant that she couldn't trust me since I was the person on duty who checked all the gear out to her and made sure everything was working perfectly before she left. She did not report an error with the equipment or fill out an equipment trouble report, she merely complained about the staff/gear.

Basically, she insulted the entire pact equipment staff and turned in gear right after she checked it out making it a late cancelation.

To: Michael Nes

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