

By: Representatives Stevens, Clark

To: Rules

## HOUSE CONCURRENT RESOLUTION NO. 117

1 A CONCURRENT RESOLUTION COMMENDING FLEETWOOD HOMES OF  
2 LEXINGTON AS THE NATIONAL WINNER OF ITS CUSTOMER SERVICE  
3 SATISFACTION INDEX AWARD.

4 WHEREAS, Fleetwood Enterprises, Inc., named Fleetwood Homes  
5 of Lexington, Mississippi, as the national winner of its Customer  
6 Service Satisfaction Index Award on February 16, 1999; and

7 WHEREAS, the Customer Service Satisfaction Index rating is  
8 compiled through customer surveys, asking new home owners to  
9 comment on the quality of their Fleetwood home, the service  
10 provided before and after the sale and whether they would  
11 recommend a Fleetwood home to family or friends; and

12 WHEREAS, Fleetwood Homes of Lexington, a seven-time CSI  
13 champion, won the award with an overall rating of 90 percent; and

14 WHEREAS, Fleetwood Homes of Mississippi employs 527  
15 associates and serves customers in Alabama, Arkansas, Louisiana,  
16 Mississippi, Missouri, Tennessee and Texas; and

17 WHEREAS, Johnny Barnett, representing Plant 2, and Larry  
18 Brooks, representing Plant 1, were each presented with an  
19 Associate of the Year Award during the presentation program at  
20 Fleetwood Homes in Lexington, Mississippi; and

21 WHEREAS, it is the policy of this Legislature to recognize  
22 and commend excellence, especially when evidenced by such  
23 outstanding businesses as Fleetwood Homes of Lexington:

24 NOW, THEREFORE, BE IT RESOLVED BY THE HOUSE OF  
25 REPRESENTATIVES OF THE STATE OF MISSISSIPPI, THE SENATE CONCURRING  
26 THEREIN, That we do hereby commend and congratulate Fleetwood

27 Homes of Lexington as the national winner of its Customer Service  
28 Satisfaction Index Award and extend our heartiest wishes for  
29 success in all their future endeavors.

30 BE IT FURTHER RESOLVED, That copies of this resolution be  
31 furnished to Fleetwood Homes of Lexington, Mr. Johnny Barnett, Mr.  
32 Larry Brooks and members of the Capitol Press Corps.