

**To:**

CA – ALL Associates

**Subject:**

Team Spotlight: LUMINA Front Desk Team

**Body:**



We're taking KUDOS to the next level! As we navigate this difficult time together, we will share inspiring stories of our associates overcoming challenges in extraordinary ways.

This week's spotlight is on **The LUMINA Front Desk Team: Justin Hutchison, Filipe Santos, Amber Pollok, Rea Caliguia, Michael Bragat, Steven Geske, Misha McDonald and Lawrence Williams.**

*I would like to sincerely thank the HOA and the Lobby D front desk personnel and volunteers for your great help during the shelter-in-place period. As one belonging to a high-risk group, I have been hunkering down in my apartment trying not to venture out unless absolutely necessary.*

*During this time, the Lobby D personnel have been extremely helpful and accommodating to help make my self-isolation possible. They are always willing and very prompt when requested for help with delivering my packages and groceries to my front door.*

*Although I never got to meet them face-to-face during the quarantine, I can feel their big hearts and warm spirits for helping others. I would like to use this opportunity to sincerely thank them for doing that. I hope this COVID-19 situation will be soon pass, so I can personally meet you and express my greatest gratitude to you all!*

Thank you to the LUMINA Front Desk team for being "Genuinely Helpful" during COVID-19! And thank you Justin Hutchison for submitting this story!

**Have a great story to share? Submit your stories [here](#).**

You may submit board and resident testimonials, a story about a fellow associate or an example of an experience *you* are proud of!