To: Gus Alexiou (galexiou@forbes.com)

Subject Line: A Blind Technician Helping HP Deliver World-Class Support

Hi Gus!

I just read your article about disability-inclusion in customer service, and it really resonated with me. I would love to share a powerful follow-up story with you!

Here at HP, we take pride in our technical support and the services we provide to our customers. We operate 14 hours a day, seven days a week, with technicians speaking 17 languages. We want to highlight our employee, Doug Larsen!

Doug, who has been blind since childhood, not only takes calls but has also routed some calls that our other support staff have had problems handling. Equipped with special Braille equipment and a voice recognition system, Doug seamlessly operates his computer, often diagnosing problems by the sounds his callers describe! Most callers never realize he is blind; they just know they got great service.

I would love to talk to you more about Doug and get you an exclusive interview and live demonstration of the tools he uses. He is eager to share his story and add to your collection of stories that inspire!

You can reach me at this email, or feel free to call/text me at (484) 725-9663.

Looking forward to hearing from you,

Quinn Conrey

To: Kelly Bryant (email in Muck Rack)

Subject: Kool-Aid Marks 100 Years with Nostalgic Throwback Packaging

Hi Kelly!

I loved your story about Kool-Aid's new “Glow-UP!” With your playful and engaging style, have an exciting announcement that I think would be a perfect follow-up your audience will love.

We are celebrating our 100th year anniversary, and we’re celebrating by releasing a limited-edition retro pack featuring our most iconic packaging designs from the past century. Each pack is a nostalgic nod to our history, and a celebration of how far the brand has come.

We’d love to send you a package from the new line and tell you more about our exciting plans for this anniversary! Again, I think this would make a great follow-up to your last piece and a colorful way to celebrate a century of smiles and “Oh Yeah!” moments!

If you’re interested, you can reach me at this email, or feel free to call/text me at (484) 725-9663.

Looking forward to hearing from you,

Quinn Conrey