

July 11, 2002



### TO WHOM IT MAY CONCERN

I have known and worked with Chris Allen since 1991. In the first few years of that time, as General Manager of Auckland Opera, I was a client of Chris' at the Aotea Centre. More recently I have been working at The Edge, and have come to know him as a colleague.

My first experiences of Chris gave me an accurate forecast of him. Those were the days when the small team at the newly-opened Aotea Centre were coming to terms with some of the architectural and technical idiosyncracies of the large new theatre. Chris was a key member of a team that was hugely committed to achieving the very best quality in all that they undertook. His own role within that team was notable, as his combination of excellent technical knowledge, Kiwi can-do, and sheer innovativeness led him to create solutions for some of my problems that were ground-breaking in international terms.

The Edge has been extremely fortunate to have retained Chris' loyal services over so many years, and I was delighted to be working with him again when I joined The Edge as director of Theatre Programming and Development in March 2001. Within my first week here I had cause to be impressed again with Chris' skills as I saw him running a live multi-camera video mix of a major outdoor event – the big screen mix that Chris created would have led a casual observer to assume that the event had been carefully rehearsed, yet this was not the case. In fact, once again, a client's day had been saved by the dedicated professionalism of a marvellous technical crew, of which Chris was a key member.

These days the term "customer service" has become something of a cliché, present in every position description and every corporate mission statement. With his intelligence, perceptiveness, patience, utter trustworthiness and great ability to listen and respond, Chris is the embodiment of the service ethic. His future clients and/or employers should consider themselves lucky to have him on board.

  
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