

MARGARET,

I have used our busy schedules as an excuse and have not given you the recognition you deserve for the great job you are doing in computer software installation and support. The thought processes you go through and the concern for the employee you are training show the client the quality person you really are. Your wording in the follow-up letter to the client when the employee was making up excuses not to continue the training was an excellent way of communicating to the client our concern for doing a thorough job in a timely fashion. You are the one person that is making the difference in our software installations so that we the sellers of your services are confident the work will be of the highest quality.

Thank You
Tom Jellie

Letter from Tom Lillie, Managing Partner
Lewis & Knopf, CPA's

