

**Executive Communication**

Response to poor penmanship.

November 14, 2005

Dear NAME:

Thank you for taking time to share the note of thanks you received from our CITY location.

Customer relationships are paramount at COMPANY. In our efforts to express appreciation in a more personal yet no less professional fashion, we can't afford to lose sight of the lasting impression that can be made through quality penmanship.

Trust that this will be addressed in a conscientious fashion and with the same sense of dignity so well communicated in your letter.

Thank you for your continued confidence in COMPANY.

NAME