

Sample letter

Thank You - National Store

9 The Hollies
Waverton
Kent
KE5 0JK
19th August 2006

Graham Silver, Customer Service Officer
Big Chain Customer Service
PO Box 55
Local Avenue
Scorlo Industrial Estate
Glasgow
G1 9NF

Dear Mr. Silver,

Thank you so much for your reply to my letter. I am really excited to learn that Big Chain is going to start carrying Fry's products. My mum is glad too because she doesn't have to make an extra trip now. I've told all my friends that Big Chain is really nice and that you listen to your customers. They were impressed and said they might write to you, too.

I know you'll be glad you are carrying Fry's products. They are really good. I am always going to shop at Big Chain now. You may be a big store but you really do care about your customers. Thank you!

Yours Sincerely,

Owen Jeffries