

Dilly Fong  
228 – 18 Street  
Red Deer, AB T4N 3X3

August 8, 2010

Mr. Richard Slevka, Manager  
TELCO  
1010 – 4 St. NW  
Calgary, AB T4T 2E3

Dear Mr. Slevka:

Once in a blue moon you will find employees that are so valuable that special efforts should be made to recognize their contribution to the organization. Without a doubt Klara Wright is one such employee.

Last week I phoned to make inquiries about the mistakes on my long distance bill. Klara was on the spot to provide excellent service. She answered each of my questions patiently, clearly, and good-naturedly. Throughout the entire dialogue, she was polite, pleasant, and full of humour. She also ensured that mistakes that were made in the billing would be corrected immediately. She even followed up a day later with the adjustments by calling and informing me that all needed changes were made. Once again, her pleasant manner and accommodating attitude impressed me tremendously.

Since I know that TELCO has an “Employee of the Week” award, I’m strongly recommending that Klara be given that honour.

Sincerely,

*Dilly Fong*

Dilly Fong