

Mr Ivan Goh
WnJ Services
54A Jalan Choong Lye Hin
10470 Penang
Malaysia

Saturday, October 1st 2011

Dear Ivan,

I would like to inform you of the excellent service performed by a member of your staff, Pabitra Majhi, who has been cleaning our premises for the past few months.

Not only has she performed her duties efficiently and professionally, but she has also displayed commendable honesty on two separate occasions.

In the first instance, a member of our teaching staff inadvertently left his wallet in a classroom. Pabitra returned it to our customer service staff who passed it to the teacher. On the second occasion, a student left an expensive phone in a classroom after a lesson, and again Pabitra found it and returned it to our customer service staff.

As Pabitra has limited English language skills, could we ask that you pass on our thanks for her honesty and appreciation for the excellent standard of work that she has delivered whilst cleaning our premises.

Yours faithfully,



Ross Beattie
Deputy Principal