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TO:

Date: 23/11/2010

Mr Ivan Goh  
General Manager  
WnJ Services

Your ref:

Our ref:

Dear Ivan,

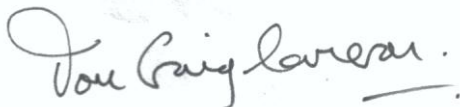
I write to express immense gratitude to you and to your staff for so magnificently rescuing our new Language Centre from the disastrous flood that hit us recently. You came to the scene very quickly, immediately organised you staff and equipment, and got straight down to work. Even you, the boss, rolled up your trousers and got to work with the rest of your team – the best example of leading from the front that I have seen for a very long time!

After the immediate problem was under control you continued to work long hours all weekend to dry out the Centre and get it ready for our first classes beginning on the next day. When we did turn up on that first day the whole place was back to good condition – in fact, much better than before because you had cleared up much of the contractor's rubbish.

It is no exaggeration to say that without your skill, professionalism and sheer hard work it would have been impossible for us to start our first classes on schedule. We are totally indebted to you for enabling us to do that.

Obviously we have chosen the best possible service provider for all our future needs! I will be more than happy to recommend you to any other potential clients, at Straits Quay and elsewhere.

With renewed thanks and all good wishes,



Dr Tom Craig-Cameron  
Director and Principal