

The Manager
tip.top Dry Cleaners
19-23 Kingston Avenue
RICHMOND SA 5033

Dear Sir/Madam

RE: SERVICE AT WEST LAKES STORE.

I must congratulate you on your staff selection at West Lakes store.

Since I work during the week, by necessity, I therefore do my shopping on the weekends. I am impressed by the quality customer service delivery of Jennifer and staff on Saturdays when I drop by to get my dry cleaning done. Jennifer's pleasant disposition and courteous manner make it pleasurable to conduct my business with *tip-top*.

We have a brief chat while she processes my dry cleaning and we sometimes jest with each other. Some people tend to take life too seriously however Jennifer's cheerful disposition and happy knack of making customers smile makes for a better world.

Please pass on my compliments for the quality customer service delivery provided by your West Lakes staff.

Regards

