

June 2010

GODALMING

Surrey

Dear Barbara,

I have already forwarded to you a copy of a letter of thanks to the hospital in Kraków which I'm happy for you to use as a testimonial. Please also feel free to use this letter for a similar purpose. This letter is to specifically thank you and your company for the brilliant service you provided

From my initial speculative telephone enquiry through to being dropped off back at my house by taxi with a hip operation completed some five weeks later, I was always of the opinion that I was in the hands of consummate professionals.

Having been an independent businessman for a very long time I am very aware how difficult it is to ensure high standards of customer service. I was very pleased with all the services provided and the exceptional level of client communication provided.

Should any of your future prospective clients require any assurances about your company and its methodology or the hospital in Kraków please feel free to invite them to e-mail me at the address shown above.

Best wishes,

Colin Walker