

JSV International Assistant Service

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Letter of Commendation

Date:

15th November 2012

Full name and Company of Recipient :

Ms. Susan Smith
Supervisor of Product Development
Pet Supply Provider, Inc.
472 Canine Road
Los Angeles, California 90002

Dear Mrs. Smith, / Dear Mr. Smith, / Dear Ms. Smith,

Re: Commendation

The purpose of this letter is to formally and publicly commend Shannon Berloitz for the excellent service she provided to Target-Track Inc. throughout the ramp-up and launch of our new product line. In my opinion, the level of service that Ms. Berloitz extended to our company was far beyond our expectations.

I have never before written a letter like this on an entirely unsolicited basis. However, in this case I was so impressed by the support and service provided by Ms. Berloitz and her small team of marketing and communications specialists that I felt compelled to go on record with my praise. These people truly deserve it. In an era where exceptional one-to-one customer service excellence has virtually disappeared from our industry, the work that Shannon and her team did should be held up as an example for others to try to emulate.

What particularly impressed me about the level of service provided by Ms. Berloitz et al was that there were no additional financial rewards involved. It appears that it was simply the team's extraordinary commitment to excellence in customer service and support that motivated them to always go the extra mile. Their example even had a positive impact on the attitude and productivity of our own staff!

In closing, I believe that Shannon Berloitz and her team truly deserve to be congratulated and rewarded for providing customer service and support well beyond the expectations of our company on the Target-Track project.

Very sincerely,

Jana Svihlova
Executive Director