



03 November 2008

Mr J Coleman
Risco Group UKL Ltd
Commerce House
Whitbrook Way
Middleton
Manchester
M24 2SS

Re: Melanie Gallagher

Dear John

I'm writing to you to let you know how delighted I am with the service that I receive from your Sales Team, in particular Melanie Gallagher ("Mel").

I have always found Mel to be professional, polite and friendly. Mel has an excellent product knowledge and always advises and supplies the product that best suits my requirement.

Her honesty is a credit to the company, if Mel is unsure of something she always admits this rather than try to bluff her way out of the situation, finds out the information and telephones back. The one time that an error had been made with an order, Mel admitted the error straight away took ownership and ensured it was rectified to a standard acceptable to both of us. Also, if an error has been made with the shipping of an order, either by the courier or unfortunately in-house Mel has always accepted responsibility of the problem, taken a course of action and expedited the resolution. I find this to be very admirable on Mel's part.

I have always found it enjoyable to deal with Mel, and as such, when she was on recent maternity leave, without detriment to the remainder of the Sales Team, it was a loss to the company.

Mel is always cheerful and takes an interest in her customer. Rather than have silence on the telephone whilst she is processing something she is prepared to have a chat without undermining the quality and professionalism of her work.

I always find it a comfort that Mel treats the "small businessman", with the same respect and high quality service that I would expect a much larger company would receive. I get the strong impression that Mel values all of her customers irrespective of size and expenditure.

Yours faithfully

