



October 15, 1998

Le print express
220 - 2271 Harvey Ave.
Kelowna, BC
V1Y 6H2

Attention: Alexandra Krieger

Dear Alexandra:

It is my pleasure to write to you today to thank you and your husband and staff, for the service our company has received over the past season.

As a relatively new business in the tourist industry in this city I was inundated in the Spring with companies wanting to offer their services. I expected nothing less than professional service from everyone however that unfortunately was not the case. In fact few of the businesses actually stood out in any way. One of the exceptions was *Le print express*. Not only was your manner always very professional and our account looked after in the best possible manner but the enthusiasm and caring was certainly beyond the call of duty. On time, follow up calls, informative, always looking after our best interests was always the order of the day.

We have had a very successful 1998 and I look forward to the 1999 season and doing business with you once again. Till the grass is green again.....

Sincerely

Karen Craig
General Manager