

**Company Name**

Address

City, State/Province Zip/Postal Code

Telephone • Fax

June 7, 1993

Lou Picard

Food Services Department

Blue Yonder Airways

1412 Flyby Avenue

Anytown, WA 98999

Dear Lou Picard:

Your May 6, 1993 letter regarding the delivery of damaged merchandise was forwarded to me. I am looking into the situation and I hope to resolve it quickly. When I have finished my investigation, I will write or call you with a response.

I assure you that we are taking your complaint very seriously. You are a valuable customer, and any dissatisfaction on your part indicates an opportunity for improvement on our part.

If I need more information from you to help me resolve this matter, I will contact you. Thank you for your patience.

Sincerely,

Chris Fields

Account Representative