

3493 Huntington Heights
Denver, CO 80202
August 23, 20—

Mr. Frederick J. Gray Wolf
Normandy Copiers, Inc.
3500 Main Street
Boulder, CO 80302-8715

Dear Mr. Gray Wolf:

The enthusiasm you shared this afternoon for the customer-centered philosophy behind the new Normandy Print Center is contagious! I know from experience how satisfying it is to break new ground and to achieve results that exceed all expectations. The Normandy management system sounds unique, innovative, and challenging.

During our meeting, we discussed how I could contribute to your marketing plan, but we didn't have time to talk about store operations. While I managed the parts and service operations of Reinassance Business Systems, our team achieved and maintained a production efficiency rate that consistently placed us in the top 5 percent of the 160 shops nationwide. Sales of maintenance contracts increased every year I was in charge, and we had the lowest return rate for products of all the centers.

Thank you for talking with me about the new opportunities at Normandy. Normandy Copiers, Inc., will be a great success in Boulder, and I would like to contribute to that success. As we agreed, I will call you next Thursday, but you can reach me before that at 303-555-0171.

Sincerely,

Francesca Elena Valdez

Francesca Elena Valdez

Follow-Up Letter