Joyce Anderson

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September 1, 2019

Barbara Lau

Acme Manufacturing

123 Business Rd.

Business City, NY 54321

Dear Barb,

Just wanted to let you know how much we appreciated your help with the product release. We would have missed our due date without everything you did to make the instructional language consistent in the manual, the brochure, and on the website.

Our customers will be thankful for the fact that the instructions are straightforward and easy to understand. Even the graphics add to the message and help with the clarity.

I know that you must have had to let your other work slide on our behalf so you must be feeling swamped right now. The team thanks you and, I'm sure technical support will thank you when they receive fewer calls about this release. Solid, comprehensive instructions add so much value to the product.

I can't stress enough that we couldn't have pulled this release off without all of your efforts to help.

Thanks so much again,

Amy

Product Team Leader