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December 4th, 2011

VIA E-MAIL

Mr. Chris Handley
Snowball Creative Group, LLC
1485 Leafmore Ridge
Decatur, GA 30033

RE: Excellent Graphic Design Work

Chris,

I am writing to express my gratitude and appreciation for the job well done on the design of my firm's logo, stationary, and website. You exceeded my expectations with your creativity, suggestions, and customer service.

At our initial meeting, you honed in on my objectives as a business, which helped keep me focused on the importance of the brand that I am attempting to build. With that precision, you kept me not only on budget, but on course with my firm's growing identity.

Of your exceptional services, what I consider the most amazing and worthy of praise was the extra time you put in on my behalf negotiating with an online marketing company that I wanted to hire for SEO services. Although I was ready to "sign my life away" with them, you prompted me to wait for a couple days so that you could do some research and talk to their technical representatives. That's when you found out that this company may not be the best fit for my goals (putting it lightly!). Essentially, your counsel prevented me from making an unwise and costly business decision.

I'm reminded everyday of your excellent graphic design work when I send a letter or pass out a business card, but that specific act of kindness is what I'll remember for a long time.

Thanks again!

Kindest Regards,


Robert L. Schenk II