Sara Smith

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May 20, 2021

Joe Johnson

Hardwood Floors

1 Main Street

Central City, Iowa 52240

Dear Mr. Johnson,

Thank you for your speedy and beautiful work fixing our floors after our plumbing mishap this spring.

Although I would have preferred to meet you and your crew under different circumstances–a planned renovation, say, and not during our busiest season–I am so grateful that my neighbor recommended you.

Our floors have never looked better. Customers comment on them at least once a week, which is unusual to say the least! I always make sure to give them your information and pass along my recommendation.

Thank you, again, for fitting us in at the last minute and getting us back up and running so quickly.

Best regards,

*Signature* (hard copy letter)

Sara Smith