



AMERICAN GREETINGS

10500 AMERICAN ROAD
CLEVELAND, OHIO 44144
216 / 252-7300

MR. ALEX LINDSAY
MODERN ARTS
38 WEST 39TH STREET
NEW YORK, NY 10018

DEAR MR. LINDSAY,

I WOULD LIKE TO TAKE THIS OPPORTUNITY TO COMMEND YOUR COMPANY, AND PARTICULARLY LE PERSICO, FOR EXCELLENT SERVICE. SEVERAL MONTHS AGO ONE OF OUR VICE PRESIDENTS WAS REQUESTING A SOLUTION TO A VERY UNCLEAR PROBLEM. NOT ONLY WAS LE ABLE TO OFFER SEVERAL SOLUTIONS (INCLUDING EACH TIME THE PROBLEM CHANGED), BUT SHE DID SO WITH GREAT RESERVES OF PATIENCE AND PROFESSIONALISM.

LET ME SUFFICE TO SAY THAT THANKS TO LE I HAVE A VERY HIGH REGARD FOR MODERN ARTS. IN MY OPINION SHE LEFT NOTHING TO CHANCE IN ASSURING A HAPPY CUSTOMER. THE PRODUCT PROVIDED WAS OF EXCELLENT QUALITY, AND MY EVERY INQUIRY WAS ANSWERED PROMPTLY AND COMPLETELY.

IN SHORT, THE SERVICE COULD NOT HAVE BEEN BETTER. I LOOK FORWARD TO DOING BUSINESS WITH MODERN ARTS IN THE FUTURE.

SINCERELY,

LARRY MOLNAR
CORPORATE PURCHASING