June 4, 2011

Mr. Robinson-

I'm writing to let you know how much you have helped me through this process. Its surely been a sad time for me but the way you helped me get through this made it better. The manner in which you get things done was the best for me. You took the time to explain in detail what was going on and if you could tell by my voice that I wasn't understanding you said it again with an example. You also gave me suggestions which I really listened to. I know you'd say your doing your job but there are different ways to do that job. You did it in a caring way. Take Care!

Mr. Robinson-

...but I hope you know I appreciate everything you've done.

Many Thanks,

[redacted]