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Mary Beth SmithDirector, Human ResourcesAcme Office Supplies123 Business Rd.Business City, NY 54321

Hi Mary Beth,

This is just a quick note to thank you for your extra effort in getting the Smith-Klein proposal out yesterday. While the proposal didn't have a solid deadline, you made our company look efficient, professional, and timely in our interaction with these prospective customers.

Customers look at how they will be treated just as they look at our product pricing. They've already given me a heads up this morning that they are already reviewing our proposal.

The other thing for which I'd like to thank you is that I know how difficult it can be to light a fire under the other departments that had to get data to you so that you could put together the proposal. It's always tough to compete with current projects. Obviously, whatever you did—worked. Congratulations on that.

Maybe you're willing to share your tips for what you did with the rest of our department. I'd like to see all of us learn from your success.

Once again, thank you.

Bill