

To,

Management

Wellness Spa Center

Buffalo, NY14216

Dear Sir/Madam,

I am writing this letter to appreciate the unexpectedly amazing service when I last visited your wellness center on Sunday i.e. 29th May, 2018. I was there for a relaxed spa session and I must say that I got more than what I was expecting.

I availed a Thai Full Body Massage and Head Massage. Firstly, I was in doubt initially that whether I should go for two services or not but Ms. Kiara, the lady on the front desk, convinced me and assured me for best service.

Ms. Aura was my masseuse for that day. She is exceptionally amazing in giving a relaxing massage. She took care of all my needs, understood my skin type, asked me about my muscle health and pain in general before starting with the session. She also updated me with the oils that will be used and the benefits associated with them. She was very courteous, prompt and professional with her services. And

# **Sample Letters For Outstanding Customer Service**

**Jessica J Manson**



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