

To: **Gösta Palmqvist**

**INLÄR AB,  
Wadmansgatan 10  
412 53 Göteborg**

Date: 22 March 2005

Dear Gösta

I wanted to write to thank you personally for the service you provided during 17-18 March 2005 at the premises of Ascom Tateco AB, Gothenburg, Sweden.

You helped me out in a number of ways. First, you made me feel confident enough to tackle a public speaking task with ease and fluency. This made me believe that I could plan and prepare a speech at any time in the future and be confident that I could deliver it well and inspire my audience.

I also appreciated the way that you suggested using my personal experiences as the basis for developing my public speaking skills.

Your expertise and professionalism, and genuine caring for everyone on the course, made me feel like a valued customer.

Finally, I wanted to say thanks for your valuable feedback and advice and for recommending sources of further information. I think it will really make a difference to my future business career.

Keep up the good work!

Sincerely,

Roger Bragg  
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