

Dear FNAME,

I just wanted to drop you a quick note to send you a big thank you for the work you place with us. We really appreciate having a company like you as a client.

I'd also really appreciate you answering one quick question for me: what one thing can we do better? We really want to make sure we are delivering the service you need.

I would be delighted if you could send me a quick e-mail to [E\_MAIL ADDRESS] with your response.

I look forward to speaking with you again soon!

Best wishes

NAME