



# Pitney Bowes

Facsimile Systems

October 22, 1999

Carrie Jacobs, Marketing Service Representative  
Pitney Bowes Office Systems  
116 Andover Park East  
Seattle, WA 98188-2908

Dear Carrie:

Thank you for taking me with you the other day on your installations. I appreciated the opportunity to see both what you are doing and the way you interact with Pitney Bowes customers.

Your professionalism and thoroughness really impressed me. You struck just the right balance with the customer of explaining the equipment and making them feel confident in using it. You also were able to react well to the needs of different customers. The customers we saw were demonstrating very different needs and attitudes toward having the equipment installed. I thought a few were a little testy, and your calm but upbeat attitude went a long way in changing their focus and making them appreciate the equipment.

It will help me a great deal in sales to know that I can rely on you to do such a good job with the installations. I know this note is a little formal, but sometimes it's nice to get some good feedback in writing.

Sincerely,

Janet K. McCoy  
Major Account Executive