

February 12, 2008

Dear Mary Ann,

This letter is to let you know that the help that you have given me with my computer over the years has been invaluable! Most recently when you assisted me with my Photoshop problems including red-eye reduction, sizing, and cropping which made my photos so much more useable in my projects, with emailing, as well as the quality of the printed photos.

As you know I recently purchased a computer with the VISTA operating system. I am not good at reading the books or even going "on line" for help. You were able to fix my email so that all of my contacts were populated thus saving me countless hours and frustration. As you know, I am one who just wants to turn my computer on and go full speed ahead. With you help, I was off the starting line in record time!

And I must tell you that the Slide presentation using Power Point that you put together last year for the Garden club's Spring luncheon was such a hit that I have been asked to do it again. I couldn't do it without your help then and I will need to call on your expertise again this year however, I will not have the panic that I experienced last year as I have full confidence in your skills and I know a little more myself this year.

I could go on about how much you have taught me about backing up my data, anti-virus software, shortcuts to name just a few. Please feel free to share my letter with anyone who might be looking to engage your services. I offer my recommendation of your computer knowledge and service at the highest level.

Best wishes to you in your continued success,

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