



562 West Welling St.
Fort Lauderdale, FL 36598
800-555-6325



Michael Sullivan
Sales Manager

January 01, 2007

Mr. & Mrs. Lelonie Johnson,
45 Snow White Drive
Orlando FL, 32708

SECOND FOLLOW-UP

Dear Mr. & Mrs. Johnson:

In reviewing the dealer sales log, I noticed that you visited Royal Marine a few days ago and discussed with John Gillian the purchase of a 2006 Grady White Marlin.

We are confident that John went over thoroughly the boat and pointed out the many exceptional features. Hoping that you were also informed of our dealership's record of outstanding customer service. You can be certain that, in every aspect of your relationship with us, we will do all we can to make you a happy customer.

A Sales Manager's worst fear is that, somehow, he and his staff did not take the steps necessary to truly earn a customer's business. Please don't hesitate to call on either of us personally if you feel we can be of any assistance.

Sincerely,

Michael Sullivan
Sales Manager