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Dear Tim

**The 9<sup>th</sup> Annual Customer Service Management Conference**

I was very pleased to have the opportunity to meet with you at the CSM Conference and would like to thank you for speaking. Your contribution to the conference is greatly appreciated and was very well received by all the delegates. I am also delighted to have been given an autographed copy of your new book. I am really looking forward to reading it and will ensure that I do a book review and post it on to the Amazon.co.uk website.

It was a pleasure working with you and I do hope that sometime in the future we will have the opportunity of working together again.

Kindest regards

**Amanda O'Brien**  
**Head of Conferences and Events**