

# Write yourself a letter

Give each member of your team some paper (use the template provided below if it helps) and ask them to write a letter to themselves from a fictional customer.

Dear \_\_\_\_\_,

I wanted to write to thank you personally for the service you provided recently.

You helped me out in a number of ways. First, you \_\_\_\_\_  
\_\_\_\_\_  
(*action, behaviour, attitude*).

This \_\_\_\_\_  
\_\_\_\_\_ (*effect*).

I also appreciated the way you \_\_\_\_\_  
\_\_\_\_\_ (*action, behaviour, attitude*) which made me feel \_\_\_\_\_  
\_\_\_\_\_ (*effect*).

Finally, I wanted to say thanks for \_\_\_\_\_  
\_\_\_\_\_ (*action, behaviour, attitude*).

I think it will make a real difference to \_\_\_\_\_  
\_\_\_\_\_ (*effect*).

Keep up the great work!

Sincerely,