15 February 2020  
Lucy John  
Brooklyn, 2345

Dear Mr. John,

Hi, I hope you are fine. We receive your appreciation message for the service we provided you. Thank you, sir, for such kind words. Your appreciation means a lot to us. It helps our team to work with courage and sincerity. Even this encourages them to bring variation and improve the quality of work. Everyone needs encouragement and your way of responding to us is very nice. Thank you, sir, and will feel good if you give us suggestions too.

Regards

Maxwell