Sample Thank you letter for excellent customer service

I am writing this letter as a humble note of appreciation for the outstanding customer service provided by your junior technician two days back on 3rd March 2014. I was facing the problem of malware attacks in my android Smartphone. I was attended by Mr. Aman Arora, working as junior technician in your Novelty Branch. Mr. Arora hardly took 10 minutes to rectify the problem of my android phone. The ability to provide the resolution quickly exceeded my expectations.

I really commend the prompt service provided by Mr. Arora. There was no request made to leave the device at the showroom, otherwise technicians at the other place find lament excuses to take time in providing the repair services. He also advised me how to keep the bugs away and downloaded the anti virus program on my mobile cell. I am really pleased with the knowledge and skills of your staff. Great service makes your customers feel that you care about developing a long-term relationship that means more than just making a sale.

I would love to recommend your company to anyone who needs a mobile repair service in the future. Keep up the good work.