



## THE GUILD OF MASTER CRAFTSMEN LTD

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Dear Sir or Madam,

I am delighted to have this opportunity of introducing you to a member of The Guild of Master Craftsmen – someone who cares about customers and the service they receive, someone whose business has been awarded the Guild's coveted Certificate of Quality and Service.

For, as you know, one of our major objectives is to promote high standards of quality and service in all aspects of commercial life. This we try to achieve through the firm undertaking we require from all our members to serve their customers with care and consideration.

Every member of the Guild should be able to show you an official membership card so please do not hesitate to ask to see it. Or, if you prefer, you may telephone us on 01273 402814 to verify membership status.

Before the Guild will agree to award a Certificate of Quality and Service to any business, we always take up references from recent customers. However, we also recognise the importance of continuously monitoring service standards. Therefore, in the unlikely event that a member fails to provide you with the quality and service you might reasonably expect, please contact the Guild immediately to enjoy the benefit of our Conciliation Service.

I am sure that you will never regret choosing a member of The Guild of Master Craftsmen.

Yours faithfully

Alan E Phillips  
Secretary

PS If you know an individual or company whose quality of service or craftsmanship you believe is worthy of membership in the Guild, we would be very pleased to hear from you.

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