

Mr C Berry  
Compel  
Farm House Crown Lane  
MARLOW  
Bucks  
SL7 3HL



Dear Mr Berry

I thought I would write to say thank you to the staff on the Help Desk who helped 'save our bacon'.

We were asked last Friday to produce a report for one of our Directors which was needed urgently, it was a complicated report that we had never been asked to produce before. After initial attempts we were about 70% of the way there when we decided we needed expert help and called the Help Desk. Tracey took my call and after explaining the problem we faxed our attempt to her and she had a look at it for us; after a few attempts in trying to obtain the result she said she would work on it and get back to us on Monday. Tracey did return to us on Monday and with her help and that of her colleagues we managed to get our desired result.

We have always found everyone that we have spoken to on the Help Desk very helpful but we are most sincerely appreciative of the help from Tracey and her colleagues over this matter.

Yours sincerely

*Karen Keech*

Karen Keech  
Senior Human Resource Officer

*Joan French*

Joan French  
Manpower Officer

