



Department of Communications & Performing Arts

Broadcasting | Film | Music | Speech | Theatre
Dr. Cliff Hesse, Director – Broadcast Technology & Management

February 13, 2009

Madame Paulette
1255 Second Avenue
New York, NY 10065

To Whom it may concern:

I have been remiss. I meant to write you sooner but day-to-day activities constantly got in the way.

About a month ago, I had accidentally burned the pants of a rather expensive suit. Two of my local cleaners in Brooklyn told me that the pants were 'done.' Luckily, I thought to call the store where it had been purchased (Paul Stewart) who immediately said that the only place to send such a problem was to Madame Paulette.

I mailed them to you and in your call you expressed some concern but said that you would 'try your best.' You then called to say that some repair work might have to be done and, again, asked for my OK to proceed.

Well, the pants arrived at my apartment (beautifully and carefully packed) and I was shocked that 1) they appeared almost as new, and 2) the charge for the work done was so reasonable.

I cannot say how much I appreciate the quality of your work and the professional way in which you dealt with me. You can be sure that I will sing your praises for many years.

Most Sincerely,

A handwritten signature in black ink, appearing to read "Cliff Hesse", written over a circular scribble. A long horizontal line extends from the end of the signature to the right.

Dr. Cliff Hesse