

CL Design Group  
3A, Mow Shing Centre, 118 Bedford Road, Kowloon, Hong Kong

1<sup>st</sup> November 2011

Ms Ellen Peters

Manager

Peters consulting

5<sup>th</sup> Floor, Hang Shun Building

10-12 Wyndham Street

Central, Hong Kong

Dear Ms Peters,

I am writing in regard to your letter of 30<sup>th</sup> October 2011 concerning your flowered wallpaper, wrong location of receptionist's desk and Ms Chow's behavior. I am so sorry to hear about the problems you have experienced. I would like to apologize for any inconvenience caused.

Regarding the wallpaper, we have not noted in your file that you did not want flowered wallpaper. I apologize for our fault. The flowered wallpaper can be replaced. So you can view our website (<http://www.cldesigngroup.com>) to choose your favorite wallpaper. When the wallpaper is chosen, please let us know which one would be more suitable for you.

However, I am afraid that we cannot relocate the receptionist's desk. We have checked that the position is ordered by you. Nevertheless, as you are a valued customer, we would be happy to do it at half the usual price. Please contact us if you would be interested in accepting our offer.

Finally, for the matter of my secretary, Penny Chow, I have known that, when you contacted me for an appointment, my secretary was unable to give you a time or date. And she behaved so impolitely and she ought to be more decisive. I have talked to her and she would like to apologize for her manner.

Once again, please accept my apologies for our wallpaper and Ms Chow's behavior. I look forward to serving you in the future.

Yours sincerely,

*Catherine Lee*

Catherine Lee

Managing Director