



The GUILD of MASTER CRAFTSMEN



Dear Sir or Madam,

We are 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.

One of the Guild's 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 from all our members to serve their customers with care and consideration.

Every member of The Guild will be able to show you an official membership card. Alternatively you may check their membership at findcraftsman.com or telephone Guild HQ on 01273 478449.

Before The Guild will agree to award a Certificate of Quality and Service, we always verify references from recent customers. The Guild also recognise the importance of continuously monitoring service standards. 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.

We are sure that you will never regret choosing a member of **The Guild of Master Craftsmen**.

Yours faithfully

Jonathan Phillips
Guild Secretary

Please note that this letter of introduction is only valid if The Guild emblem appears in white on blue.

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