Dear Jake,  
  
The management and I, personally, wanted to let you know how much we appreciate your help with the video game launch. If it was not for you, and all you did to make the instructional language consistent in the manual, the brochure, and on the website, we would have missed the deadline. Our customers are surely going to be grateful for the fact that the instructions are clear and easy to understand. The graphics add to the overall clarity too.  
  
I know you had put aside your regular work on our behalf, so your regular work must have piled up considerably. The team sincerely thanks you and, I'm certain technical support will thank you, when they receive fewer calls about this release!  
  
Thank you again,  
Carrie