



# 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.

For, as you may know, one of our 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 we require from all our members to serve their customers with care and consideration.

Every member of The Guild should be able to show you an official membership card so please do not hesitate to ask to see it. Or, if you prefer, you may telephone us on 01273 478449 to verify membership status.

Before The Guild will agree to award a Certificate of Quality and Service to any business, we always take up references from recent customers. However, we also recognise the importance of continuously monitoring service standards. Therefore 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  
Joint Guild Secretary

Jennifer Phillips, BSc FRICS  
Joint Guild Secretary

All members of The Guild of Master Craftsmen are independent contractors. The Guild of Master Craftsmen Ltd, The Guild of Master Craftsmen (Services) Ltd and their associated companies accept no liability, whether in contract, tort or otherwise, for any loss or damage of whatsoever nature and whether caused by any breach of contract, negligence or otherwise, on the part of any Member of the Guild, or by itself or any of its officers, employees or agents.

Please note that this letter of introduction is only valid if  
The Guild logo in the background is printed in white on blue.

The Guild of Master Craftsmen is a Company Limited by Guarantee.  
Registered Office Quadrant House 4 Thomas More Square London E1W 1YW  
Registered in England No. 1228315  
Joint Guild Secretaries: Jonathan Phillips Jennifer Phillips BSc FRICS



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# Certificate of Quality & Service

Through their commitment to maintaining high standards of customer care, product quality and presentation, the management and staff of this establishment demonstrate their dedication to quality and service.

*This is to certify that*

*Darren Oldfield Bespoke Furniture*

has satisfactorily fulfilled the requirements for recognition by The Guild of Master Craftsmen. This establishment has agreed to uphold at all times the aims and objectives of The Guild of Master Craftsmen, to abide by the terms and conditions of membership and to continue to serve the public and fellow members with skill and integrity.

MEMBERSHIP No. **X119610**

DATE **17 March 2011**

Jonathan Phillips  
Joint Guild Secretary

Jennifer Phillips, BSc FRICS  
Joint Guild Secretary