

25 September 2012

To whom it may concern

I've worked with Julie since July 2011 when I took over from Christina Papi who was then Julie's main contact at Deloitte.

Our first meeting was quite formal, however I knew from the first time I met her that I would enjoy our working relationship. Julie is professional, she understands our business, our people and most importantly she is flexible in the manner she deals with her clients. I could spend weeks without responding to her emails, but she'll pop me an email to check up on me, not asking me to respond but rather check on how I am doing.

She's designed a few programmes for me, programmes that were specific to certain groups and levels of people we have here at Deloitte. My working relationship with her has been around Support Staff Programmes, and I've often bounced ideas off her with regards to recommendations she might have. I think it's a bit unusual for business to ask a supplier for recommendations on their people, I found that easy to do with Julie. I often didn't feel she was a supplier, she was my support system and we learned a lot from each other.

Julie never misses anything, she'll get back to you on an issue you discussed weeks ago, and her sense of urgency and follow-up is AMAZING. Her facilitators are out of this world, very professional, friendly and honest in the feedback I receive from each programme. I value their feedback; it is 100% spot on at all times, and a reflection of our people and our business.

I have enjoyed working with Julie, most of all I have gained a friend too. I do hope that Julie and I will work together again SOON, when I am settled in my new job.

PS Julie – see you sooner than you think!

Kind Regards,

Mmalenyalo Galane

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