
Healthcare

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Dear Mark

Re: Quality Customer Services Training

It is with a sense of satisfaction and a high level of approval that I write this reference letter.

Never have I had more peace of mind during such an extensive training initiative as the Quality Customer Services Program that Kwelanga managed during August and September 2009.

Not once did a trainer phone to indicate that they were going to be late and never was there a shortage of manuals or name tags. When we had personnel moving around from one class to another, it was always accommodated with patience. All the trainers had their own unique way of presenting high quality training. They, together with all the administrative staff in the office were always friendly and professional.

The training manuals and all the other things like name cards, flash disks and rating sheets were branded beautifully and made the attendees feel special.

I want to take this opportunity to acknowledge Kwelanga Training as the best training institution that I have worked with. Congratulations on an exceptionally successful program, staff complement and company!

Best wishes for the future!

Michelle Ward
HR Specialist
Sanlam Healthcare Management