



To Whom it May Concern

It is my pleasure to recommend the services of Kwelanga Training. Webber Wentzel has been using their services for the period of one year and our training team has worked directly with many members of the Kwelanga team. I find that the overall offering to be a comprehensive learner development experience, from first consultation right through to the training evaluation. Their service is of a world class standard.

The firm embarked on offering Service Excellence training to all the Business Support areas and Kwelanga designed and delivered a memorable experience to all our staff that attended. The programme is a two day workshop that focuses on areas like adopting a professional approach, effective communication, building client service relationships, dealing with difficult clients, analysing service levels and personal accountability. The training has uplifted the firm's excellence of support staff when dealing with internal and external clients. Kwelanga was able to deliver the necessary skills and knowledge in a forum that was professional and engaging. Delegates reported having a positive learning experience and have continued to demonstrate the behaviours that were encouraged during the training.

I highly recommend Kwelanga as a training provider of choice. The facilitators are organised, professional, highly competent and have excellent communication skills. They are genuinely interested in uplifting the skills of each and every delegate. Their warm and friendly approach has encouraged many of our staff to keep in contact with their respective facilitators.

I am happy to recommend Kwelanga Training to any organisation that is willing to invest in their staff.

Regards

Renate Lalla
Learning & Development Manager