



CA/QSM/T1

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25 Nov 2010

Mr Shawn Gopal Jethmal
Director
Trust Group of Companies

LETTER OF APPRECIATION

Thank you for conducting the 2-day "Service Quality for Frontline Staff" workshop for CAAS, on 23rd and 24th November 2010.

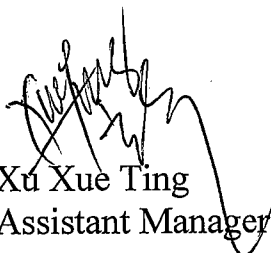
2 You were able to customise the programme to our needs and were able to show our staff how the skills can be applied to their work. You have good knowledge in the area of quality service and are a very experienced, effective, and engaging trainer.

3 The workshop was very interactive and our staff have given positive feedback on the workshop.

4 We are pleased with your services and look forward to more opportunities to work with you.

Thank you once again.

Best Regards,



Xu Xue Ting
Assistant Manager (Secretariat)