

01 August 2009

Incolabs Prestige Division
Block B, Bellevue Campus
5 Bellevue Road, Kloof
Durban. 3610

Dear Val,

Thank you for the very professional presentation on High Performance Customer Care, which our staff enjoyed earlier this year. Our consultants are the touch point with SENSAL customers and the face of our brand, and are therefore our most crucial sales tool. As such, constant and innovative training ensures our sales team understand their business and the importance of understanding the sales process.

Your motivational and relevant message stimulated interest in the emotive reasons people buy, and the behaviour they display based on their 'profile'. The programme was both interactive AND fun, and has energised the teams around the country.

Maintaining the energy level of your presentation despite doing 3 cities in 3 days is an indication of your passion for your product, and something I appreciate immensely.

I hope we will be able to use your dynamic training services again in the future.

Kind Regards,

Ivonne Troskie

National Training Manager