



Civil Aviation Authority of Singapore

Your Reference:

Singapore Changi Airport  
P O Box 1 Singapore 918141  
Republic of Singapore

Our Reference:

Date:

15 December 2002

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To Whom It May Concern

This testimonial is in appreciation of Integrative Learning Corporation Pte Ltd as the Quality Service Management Programme Consultant for Singapore Changi Airport ( 2000 to 2002 ).

In the course of the two years, Integrative has trained our front liners, ranging from our Customer Service Officers, Immigration Officers, Security Screening Unit Officers, Customs & Excise Officers, CIAS and SATS Officers and even our retail shop sales executives. Through Integrative's meticulous attention to every detail of customer service, our staff has gained valuable experience in first class service to passengers in addition to handling difficult and stressful situations in the workplace.

This has certainly contributed to our record number of awards won both at the national level such as the National Excellent Service Awards (by SPRING Singapore) and at the international level which include numerous accolades won by the Singapore Changi Airport as World's Number One airport.

Through Integrative's training approach of creative presentation and humour, our staff have benefited tremendously from these sessions and have also effectively applied the service values to their work. The impact of the training on our staff has created significant improvements in their service quality by giving them a higher degree of conscious awareness of powerful, successful Service and Life Principles.

From a choice of many training and consulting companies, Integrative was specially selected by us for their unique blend of training methodology and ideas, designed in a series of action-packed workshops and also for their professional account management which has resulted in record participation in the workshops.

We will definitely recommend Integrative Learning Corporation to take you and your organization's service standards to the next level !

Yours Sincerely

Alexis Lee

Senior Airport Manager

Customer Service / Events Promotion

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