



Your Reference:

Our Reference:

Date: 14 April 2003

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

Attention:
Ms Ng Ming Ming
Senior Vice President
Integrative Learning Corporation Pte Ltd
112 East Coast Road
#04-05 Katong Mall
Singapore 428802

Subject: Service Recovery Workshop
Venue: CAAS – Changi Airport
Dates: 28 February, 7, 10, 13, 19, 24 & 26 March, 1, 3, 8, 9
and 10 April (Total of 12 runs)
Trainers: Mr Enrico Varella
Mr Ronald Chua
Mr Edwin Tan
Ms Lim Mung San
Course Co-ordinator: Ms Suriani S.

Dear Ming Ming,

The workshop was a grand success!! We knew that you and your colleagues would do an outstanding job.

I have heard nothing but praise from those who were able to attend agreed that it was worth every minute of their time. The above presenters did a fantastic job of keeping the workshop moving. The participants came away from each workshop with renewed enthusiasm in their work.

I am sure we will benefit from this workshop for years to come. A special thanks to Suriani for her planning and foresight throughout the entire workshop.

Once again on behalf of CAAS, Customer Service Unit, congratulations on a job well done of such a **"TOP NOTCH PROGRAMME"**.

Very truly yours

Varunee Dahlmann
cc: Mandy Lau
Jaya Ramayah
Cathirine Lim