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02nd May 2001

David Ferrier
Elite Conversions
Unit 13-19 Delamere Avenue
South Perth 6151

Hi David

The Elite Conversions course that six of my staff attended was beneficial in many ways.

For the younger members they discovered the ability of being more assertive when dealing with difficult clients. They now know that they do not need to feel intimidated.

The more experienced members have since changed their attitude to being more positive and have taken on board a whole new outlook on personal development.

The structured sales meeting that they performed on completion of day two of the course was awe inspiring. The degree of self-belief was way beyond all expectations.

The ongoing benefits gained from this course now rests with the individual members. You have given them direction and with self-belief they can achieve anything.

Two of our technicians will be attending as soon as practical.

In effect, I would recommend your course to other businesses in the sales and service industry.

Kind regards

A handwritten signature in blue ink, appearing to read 'Neville McNeill'.

Neville McNeill
Director

