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ASIA & AUSTRALIA
EUROPE
NORTH AMERICA
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19 February 2091

Rod Jones,
Rod Jones Strategic and Operational Consulting
LONEHILL
JOHANNESBURG

Dear Rod,

MASTER CLASS

Seldom does one come across a two day seminar that has such an in-depth view of our industry combined with the ability to cover a wide range of audiences within an organisation.

Rod, your two day sessions have been nothing short of invaluable to Innovation Group. You have enabled us to get the Contact Centre culture spread right through our company. Sending our IT Team on your session has given them a far different view of our needs. Our teams within the In-Touch Operations, be it the Customer Service side or the Outbound Sales Team Leaders, have been given a totally different appreciation of their role and that of our business potential.

This versatility has allowed you to give an in-depth view of our industry to a broad range of our people from Quality Assessors, Assistant Executives to our Chief Information Officer. Each and every one of them has come back with glowing reports about what they gained and how much knowledge you have to share.

My challenge has always been that the Contact Centre element of this BPO business has not really been fully understood nor has the complexity been appreciated. This perception has now totally changed, thanks to you.

The versatility that enables you to hold the audience enthralled and to stretch them to think and challenge pre-conceived ideas is awesome to see in action.

Please continue to share this wealth of knowledge with us.

Sincerely,

A handwritten signature in black ink, appearing to read "Roz Broome", with a stylized flourish at the end.

ROZ BROOME
MANAGING EXECUTIVE: IN-TOUCH CONTACT CENTRES