



6 January 2004

TO WHOM IT MAY CONCERN

MARILYN SMYTH - TRAINER AND CONSULTANT

We have had experience of Marilyn as a trainer and consultant for the last 3 years both in the public and private sectors and would highly recommend her.

Marilyn has integrity as a trainer and will, in our experience, never undertake to deliver anything to a client that she does not feel is appropriate or within her capabilities. She regularly receives satisfaction reviews from participants in the high 90s and frequently at 100%.

She has a high level of commitment towards her clients and truly amazing levels of energy and enthusiasm in delivery coupled with a sensitivity towards those participants that allows her to re-tailor delivery on the spot if the needs of the client group dictate it. All of which, we have no doubt, contributes to the very high satisfaction levels she obtains.

Marilyn has always given us unstinting help and co-operation in the preparation and lead in period and in the subsequent debriefing after the courses.

We have no hesitation in recommending her to you.

A handwritten signature in black ink, appearing to read 'John Haslett', written over a light grey background.

John Haslett
Director

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