

To whom it may concern

### Testimonial Marilyn Smyth

Construction Support Line is a start up call centre that supports the construction industry. We have been operating since March 2010 and employ over 60 people. As a company which is still quite young, we encounter a lot of HR-related challenges, especially when it comes to setting up processes in a proper way, and which are in accordance with United Kingdom legislation.

Within 3 months of having Marilyn Smyth on board, we were able to organise fully functioning HR procedures within the company, by implementing rigid processes and policies. She has also introduced series of short training programs, in order to empower line managers and help them to deal with issues in the most efficient and professional manner.

In our previous experience, with other HR Consultants, we observed that they were not as forthcoming as Marilyn Smyth. Not one of them was able to respond to our queries in a timely manner, nor would they provide tailor-made guidance on how to resolve them; they provided us with very generic responses. On the other hand, Marilyn is always there for us and is able provide her valuable guidance, usually in less than 30 minutes. Not only that, but her solutions and responses are always tailor-made to suit our business needs. She is a very meticulous individual and will always provide a detailed list of actions that may be applied to a particular person or a situation and how to avoid similar situations from recurring in the future.

Thanks to Marilyn, we have managed to resolve several office conflicts through a mediation process, which significantly reduced the cost of long investigations and disciplinary processes. Our managers and team leaders are more confident in managing attendance and absence which leads to increase in productivity, as well as resulting in a reduction in overall salary expense.

In addition, Marilyn has also been a source of inspiration to our in-house HR. Marilyn has been working with HR from day one, and has been moulding and developing them to be an HR all-rounder. Her mentoring and guidance is of exceptionally high standards and a source of invaluable insight; she has an in-depth knowledge and a thorough understanding of each and every aspect related to HR, and this makes her an irreplaceable mentor. Therefore, with Marilyn's guidance and mentoring our in-house HR has developed exceptional HR skills within a short period which clearly shows that Marilyn takes people development and growth extremely seriously.

We would highly recommend “Making-A-Difference” and Marilyn Smyth as an expert in HR. She has a high integrity level, and someone you may rely on in crisis situations. She deeply believes in making the difference and her work commitment is admirable.

Construction Support Line believes that bringing “Making-A-Difference” on board was one of the best decisions that we ever took, and we are delighted to recommend Marilyn Smyth and her company to other businesses.

Yours sincerely,



Darja Bardo  
Managing Director  
Phone: 02035981035 ext. 001  
email: [Darja@constructionsupport.co.uk](mailto:Darja@constructionsupport.co.uk)