



Donna Stewart
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8th March 2007

Dear Donna,

I would just like to thank you and all at Clearer Thoughts for all the hard work in the delivery of the recent EIS course.

As you know this was our largest training initiative to date and has proved to be very successful even at this early stage. The feedback with regards to your approach to all staff has been very positive and we have started to receive numerous letters and comments regarding the good service our fitters are providing from customers.

I personally appreciated your honesty in our approach as a business and the feedback following the course. The report provided to us was thorough and comprehensive

We are aware that this is only the beginning of what we are striving to achieve with regards to improved excellence in customer service here at Dams but we could not have asked for a better start. We now are under pressure from other departments to provide them with a similar insight into how Dams are developing – this again is very positive.

Yours sincerely,

Melissa Moore

Customer Services Director – Dams International