



# BASCO PRODUCTS (KENYA) LTD.

27<sup>th</sup> August 2008

The Managing Consultants  
Newtimes Business Solutions  
3<sup>rd</sup> Floor, Utalii House,  
Nairobi

Dear Mr. Mwangi,

**Re: Customer Care Management Coaching**

While in the process of preparing our customer care supervisor for higher responsibilities, we in August 2008 dispatched her to your offices, for Customer Care Management coaching for 3 days.

We are now pleased to inform you that the exercise was a complete success. We immediately noticed the supervisor's transformation especially with respect to improved ability of applying the theories she already knew, to the practice of customer care management.

In view of that experience, we will not hesitate to involve you in other training needs as they arise.

Yours faithfully

Rose Mwaniki  
**HR DEVELOPMENT MANAGER**

**BASCO PRODUCTS LTD,  
H.R.D. MANAGER'S OFFICE  
TEL: 823555 6**