

11 December 2002



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Dear Jerome,

**HIGH PERFORMANCE SALES TRAINING**

I would like to take this opportunity to express Kuehne & Nagel Sdn Bhd's appreciation to you for successfully conducting this HIGH PERFORMANCE SALES training.

Our sales personnel have found this training beneficial with valuable discussions and team building aspects built in. I personally find your sessions to be lively and thoughtfully conducted apart from employing many relevant examples for our participants to relate to and learnt from.

Eventhough our participants are from various departments and branches, yet this training has managed to drive home the key points of successful core selling skills and customer oriented approaches and at the same time foster closer working relationship. I find that the communication among our participants has greatly improved, our personnel are more polished in handling our customers and motivated to reach our company's target and goals. Needless to say, our sales team has also shown much improvement in securing quality accounts after the training.

Kuehne & Nagel Malaysia looks forward to continuing business relationship with SBI Consulting as this training has been proven to benefit our participants.

Thank You.

Yours sincerely,

Bernd Baunack  
Managing Director  
Kuehne & Nagel Sdn Bhd