

21 June 2006

Testimonial – Mr. Brett Burgess, Moss & Associates.

I was introduced to Brett towards the end of 2004 by my business coach as I had a need for some Team training for my Travel Designers, and the only regret I have is that I wish I had met Brett much sooner.

Brett's expertise in Sales Development and Management Training was evident from that first meeting, he listened to my Vision for Best United Travel in Hawke's Bay and coupled with the Volatile Airline industry we needed a Sales Development Program for all our Team to lift our service standards to a new level. Brett designed a Plan to suit his 8 week Training program that fitted in with our Branches normal operating hours by splitting us into two groups so normal operations could be sustained during the training.

I cannot express how appreciative I am to personally attend this programme along with the rest of the teams on both sessions for 8 weeks, the enthusiasm within our team just gained momentum each and every week and gave us realistic Goals to achieve. Brett's teaching manner is extremely good and he listened to each individuals concerns.

Personally since the training the sales results for 2005 reflected the training made when we achieved Best United Travels most financially profitable year on the record of the Company's History of 30 years in Business. My team is now very alert to customer service and better identifying individual needs of our clients. The Time Management module has paid dividends for us all improving our efficiency and getting ourselves structured and organized. Systems and procedures have been introduced to cater for the benefits we can offer our clients all due to Brett's Training.

My team is delighted with Brett and are currently planning a "Refresher Seminar" to re-invent more ideas on how we can lift our standards again and look forward to working with him once more.

Should you require to speak with me personally on Brett's Service he provided to my Company please do not hesitate to call me on 06 – 876 511 or 021 500 455.

Sincerely


Bill Sheppard (MNZITT)
Managing Director – Best United Travel Hastings and Havelock North

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