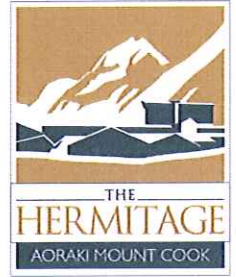
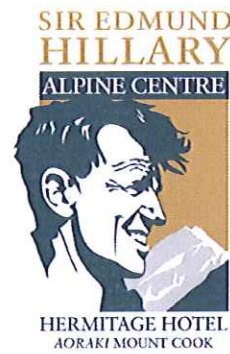


13 March 2009



To whom it May concern

The Hermitage Hotel contacted Otago Polytechnic to assist us with Training our staff.

On short notice they arranged a training programme tailor made to our staff training requirements, came to Aoraki Mt Cook and over a one-day period trained approx 30 staff. The focus was on customer service and how our staff could better interacting with our customers to enable them to provide a higher quality of service as well as up sell our products.

We where very satisfied with the work completed by the tutors Dion & Paul, All of our staff where very happy with the training and provided positive feedback. The information and training was relevant to our company and situation, Both Paul and Dion had recent industry experience they used as real life examples and this made the training for our staff understandable and easier to put into practice.

As an employer we saw an improvement in our staff services standards and would recommend the Otago Polytechnic to others in the industry.

Kind Regards

Leonie Rasmussen  
Human resource Manager  
The Hermitage Hotel & Sir Edmund Hillary Alpine Centre