



Date:  
04<sup>th</sup> of  
August,  
2020

Place:  
Prague,  
Czech  
Republic

Attila Csergő  
Fibichova 1286  
271 01 Nové Strašecí

## Evaluation of cooperation

Thank you for your contribution during the previous years

Dear Mr. Csergő,

I would like to take this opportunity and thank you for your work as a Trainer and Coach during our Telephone Operators and Team Leaders Development Program done for our **Call Center** in Brno, Czech republic.

We have noticed during our first meeting back in 2013, when we introduced the „**Service to Sales**“ program that your attractive and individual way of presenting your Training Program was powered by rich personal experiences from your previous professional life, as a Financial Adviser. Your advantage is your personal experience with our products as our Client, as well as a Salesman.

Looking back on our cooperation, we highly value your professionalism, your original and unique way of presenting your program, your strict and still human approach to our employees. Where you stand out of the crowd, is your personal experience, when it comes to coaching our operators, specifically when providing your feedback, having monitored their “real-life phone calls” with their Clients. This is an important part of our employees’ development program, which you have been continuously delivering to us for several years now, to our complete satisfaction.

The content and the delivery of your trainings and workshops were adjusted and precisely developed according to our requests and actual needs. This way they fulfilled our expectations. We appreciate that your programs are always practical, contain a minimum theory, as this ensures an effective and quick way of transferring your knowledge and ideas onto our employees and right into their practice.

Your programs have been valued positively. Your unique way of experiential training, flavored with humor is an added value to the development process. It was obvious, that we expanded these development programs, originally designed for our phone operators, to a higher level, and made them suitable and available to our Team Leaders, as well. Based on their positive feedback, we decided to continue the development program for our Managers, called „Effective Phone Operators’ Management and Leadership” and „How to handle AXA Changes successfully“. I have been personally participating in some of these workshops, and I can confirm that you fulfilled our expectations in this aspect.

When we established our new „**Direct to Customers**” (active Sales to our Clients) department in 2019, we engaged your skills and services again, because we wanted to ensure proven quality entry training for our new employees.



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All in all, I am pleased to announce, that we are very satisfied with your work during the last seven years, and I sincerely hope that our cooperation will continue into the future, as well.

The quality of a company is defined by the quality of its employees. Well trained and motivated workers are a guarantee of long term growth and prosperity of each Corporation. This is exactly, where you have contributed towards our organization's goals

Based on the above mentioned facts I can highly recommend your services in the field of Coaching, educating, training, consulting and motivating any Sales Teams, especially, where measurable results and growth is expected.

Sincerely

Peter Skriňák  
Manager of Customer Services

