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28th August, 2000

Indigo Training
Level 4, 488 - 490 Bourke Street
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To Whom it may Concern

This is to acknowledge that Rum Charles from Indigo Training worked with SSL Spotless Services as a part of our Olympic training team in Melbourne in June and July, 2000.

Rum has worked with SSL previously, training our Grand Prix staff, and we were thrilled that he was available to assist us again.

Rum was responsible for delivering our Olympic Customer Service training to all Melbourne Olympic staff before they moved to Sydney to start work at the Games. His enthusiastic style and passion for getting participants involved in training activities meant that the key messages were delivered in a structured but very dynamic environment.

We would look forward to working with Rum again, and thank him for his involvement and commitment to our Olympic training program.

Yours sincerely,

A handwritten signature in blue ink that reads 'Judith Dans'. The signature is written in a cursive style with a large, sweeping initial 'J'.

Judith Dans
Development & Education Manager
SSL Spotless Services