



Call Centre Training Program

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Trudy Karacsony
Business Optimization Specialist
Schooley Mitchell Telecom Consultants
21 Westie Road
R.R.#1,
Brantford, ON N3T 5L4

Dear Trudy Karacsony:

I would like to take this opportunity to thank you. During our initial meeting you emphasized how often a company, regardless of size, may have overlooked potential savings and efficiencies in their telecommunications system. As it turned out, we were one of those companies, but through your expertise and recommendations we were not only able to improve our telecommunications system, but realized further cost savings as well.

I would not hesitate to endorse Schooley Mitchell Telecom Consultants and will definitely distribute your business card to colleagues in need, in the contact centre industry.

Once again, thank you for your prompt, thorough, and professional assistance.

Warmest regards,

Sharon Marafon
Manager,
Call Centre Training Program