



AIB Bank
Learning & Development

Bankcentre
Ballsbridge
Dublin 4

Telephone (01) 660 0311
Facsimile (01) 475 4040
www.aib.ie

Mr. Sandy Metcalfe
Chairman,
Business and Training Solutions Ltd.,
1A Woodlands Office Park,
Southern Cross,
Bray,
Co. Wicklow.

14th January 2011.

Dear Sandy,

This is by way of acknowledgement to you and the team in BTS on the enthusiasm, commitment and expertise you demonstrated in working with us on our Branch Network Retail Management project.

In selecting a provider, we were looking for a robust training solution and a strong process for Sales Management as well as Transfer of Learning, Sustainability, and Value for Money. From the first day we encountered BTS (at the Selection Centre) through to the completion of your work, you consistently met and exceeded expectations in terms of deadlines, understanding of the business needs, development of processes, customising of learning content, and demonstration of exceptional knowledge & expertise in sales and sales management. We were particularly impressed with your unique methodologies and accredited programmes in selling and sales coaching.

Please feel free to use this as a testimonial for other clients, and indeed, should any of them wish to contact me, I am more than happy to discuss our experience of your services with them.

I enjoyed working with you, and expect that we will get the opportunity to do so again.

Wishing you continued success.

Yours sincerely,

Kevin Mac Court
Head of Learning and Development,