

Sent: 24 March, 2014 9:36 AM

Dear Salah

Hope all is well at your end

I'm writing to express our appreciation for your generous and very welcoming hospitality for our invigilators training event. Your professional team made sure to reflect exceptional support that contributed in delivering efficient and professional service for our customers attending this training.

I want to specially thank Shadi and Sharif for their outstanding support throughout the event period, their commitment, flexibility and immediate response to arising issues were of great value for us and contributed positively in reflecting customer focused services.

Moreover, I would like to thank the cleaners, security and cafeteria staff for their timely support in covering needed logistics.

It has been a great pleasure doing business with your professional team and I hope we will maintain this cooperation in the future.

I would appreciate it if you can pass our gratitude to all your team members.

Best wishes

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