



17 September 2007

ATCEN Sdn. Bhd.  
D-5-12, Ritze Perdana Business Centre,  
Jalan PJU 8/2, Damansara Perdana,  
47820 Petaling Jaya

## LETTER OF APPRECIATION

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I take this opportunity to thank and congratulate ATCEN Sdn. Bhd. for successfully completing the Certified Contact Centre Professional Workshop, Strategic Coaching and Creative Problem Solving & Decision Making from 03 June 2007 to 29 July 2007.

We are pleased that the training contents and activities during the seven (7) sessions had met our requirements and expectations. We trust that the knowledge and hands-on experience obtained by our Careline Consultants shall upgrade the quality of our consultants and Call Centre as a whole.

We also thank Mr Jeremy Lee for his well-presented training sessions and his cooperation for making the programme beneficial to our organization.

Given the opportunity we shall consider ATCEN Sdn Bhd to conduct and participate in our future training programmes.

Thank you.

Yours sincerely  
Rangkaian Segar Sdn. Bhd.

Gabriel Manickam  
Assistant Manager  
Customer Service Department

