



Frau
Susanne A. Neeb
Am Stuckertsgraben 1a
64823 Klein-Umstadt

Matahari Beach Resort and Spa - Human Resources development and training
May 2007

Dear Ms. Neeb,

As owners of the **Matahari Beach Resort and Spa, Bali**, we would like to thank you very much for assisting our Balinese management and staff with professional training for 10 consecutive days between the 1st and 14th of May, 2007.

After the **Matahari Beach Resort and Spa** was awarded the ISO Certificate, it was our aim to provide further education and training to our local management and staff in order to maintain the high standards, plus improve overall performance in dealing with our international clientele.

This was the first time our managers and staff participated in a training course such as this, but in a very short time you managed to gain the trust of our employees. Your sensitivity towards the Asian/Balinese culture made our employees feel comfortable and provided the optimal learning environment. This led to open communication during the seminars with regards to difficult subjects and even taboos.

You made learning an interesting experience by using creative techniques which kept the participants involved at all times. We could see that they enjoyed the practical exercises, learning games and discussions very much.

We must admit that we were concerned with regards to the challenge of training people who's English ranges between good to poor. However, you surprised us with the ease with which you managed to communicate with the participants. The positive feedback we received from our employees showed that they all felt they were able to contribute their personal thoughts and feelings regarding the subjects discussed and that they felt they were well understood as well.



MATAHARI BEACH RESORT & SPA

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