



REFERENCE LETTER

Through this we inform you that Andrea Serra, Psychologist and Holistic Master Coach facilitated a set of (Basic and Advanced) Customer Care Service trainings for a total of employees covering both managers and other members of this organization in Maputo, Beira and Nacala from October 2018 to May 2019.

These training sessions had an excellent impact on the participants due to the innovative, practical and conscientious approach used, greatly benefiting the internal work dynamics in the organization.

We express our gratitude to the facilitator for the wisdom, energy, skills and creativity with which she has provided us with this service and we recommend her work to all organizations that are committed to excellent internal and external customer care service.

Maputo, 08th of October 2019

Your Sincerely

Marcelino Buanaique Jr.

Branch Manager

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