

Queensland

8<sup>th</sup> December, 2006

**COLLECTIVE INTELLIGENCE**  
**PO Box 8313**  
**WOOLLOONGABBA, QLD 4102**

Attn: Michael Schiffner

Dear Michael,

I am writing to congratulate you on the excellent training program you conducted at our recent Queensland Sales Conference on the Gold Coast.

The presentation achieved our main aim of getting the staff to think beyond their current processes and challenge them to take on new techniques, with each delegate getting something out of the day.

I am proud to say, that although initially there was resistance to this type of training taking place by our senior managers, due to the perception of "it being like every other sales training session available", the package you put together for us, focused on the issues we face and provided specific solutions to them.

I have no hesitation in recommending your workshops to other clients, and we will be looking at follow-up training in the New Year. Once again, thank you for a terrific day.

Regards



**Darrell Corbett**  
**Manager - Commercial Services**  
**Veolia Environmental Services**



**Collex Pty Limited**  
166 Boundary Road, Rocklea, QLD 4106  
tel +61 (0)7 3275 0111- fax +61 (0)7 3275 2303  
www.veoliaes.com.au ABN 20 051 316 584

