

5 February 2017

To Whom it may concern

Re: RETRAIN Pty Ltd (Darleen Van Tonder)

This letter is my official recommendation for Darleen van Tonder of RETRAIN Pty Ltd, as a business consultant for your organization. I previously held the Financial manager role in SABMiller and I engaged RETRAIN's services to understand the best ways to manage and provide learning and development for my direct reports. Our team dynamics and performance greatly improved after engaging Darleen's services.

Darleen is the consummate business consulting professional as she knows how to put everyone at ease the moment she enters the room. She ensures that the sessions are interactive and personal. She is diligent about collecting information and insists on developing custom reports and charts to give a very helpful presentation. Most importantly to us, Darleen always provides the coaching sessions to help individuals further develop their potential. The main reason my team was so successful in meeting their performance targets is based on a session where Darleen helped the team see how their individual weakness can be mitigated with the strengths of the other team members. The individuals then leveraged off their team mates to ensure full delivery of their work portfolios.

We also found out that Darleen had transferred strong group communication methods and skills which was very useful when discussing performance management.

Darleen's professional and refined approach makes her work much more valuable to clients and she also provides follow up coaching sessions. Working with Darleen is contagious. Her passion will surely spill over into your organization.

Sincerely,
Melissa Desiree Nel (Reddy)