

Our reference: CS/529/2005

23rd November 2005

Managing Director
ATCEN Sdn Bhd
Lot C-103A, Perdana Condo-Business Suites
Jalan PJU 8/1/ Damansara Perdana
47820 Petaling Jaya

Dear Mr. Ernie Chen,

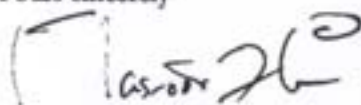
THANK YOU to ATCEN TEAM

Our staff who attended the two-day workshop on Call Center Leadership conducted by ATCEN found the training extremely useful. The course delivery was not only comprehensible but also enjoyable, according to them. Our staff had enjoyed every minute of the training.

The staff have benefited greatly from the training and it has given them more confidence in carrying out their work for the continuous improvement of our call centre. It was indeed worth the investment.

I would also like to take this opportunity to thank the whole ATECN Team, specially Mr. Ken, for the warm welcome and hospitality extended to our staff, and we hope to work with you in future.

Yours sincerely



Masood Ali
Manager Customer Services-Dhiraagu

