

5<sup>th</sup> August, 2004

Mr Cyril Peupion  
IBT International  
Level 10  
56 Berry Street  
NTH SYDNEY NSW 2060

Dear Cyril,

As part of my annual review at Nestle, it was recommended that I participate in the Personal Efficiency Program.

After the first day's session it was amazing how quickly the old paperwork I no longer required was cleared from my desk and how being more organised made my work much easier.

The 3 day program was spaced over several weeks which gave me a chance to get used to the new skills and to practice them before going to the next step. The 1 on 1 coaching was very important and it was encouraging to know that the "PEP coach" was coming back to keep me organised while I was turning these newly learned skills into a habit.

As a team we are now more organised to:

- Spend more quality time on projects
- Respond to Proof of Delivery requests from ACR much faster
- Take an interest in the issues helping team moral

I think this program would be beneficial for all office employees on all levels, even juniors before they get into bad habits.

This is one of the best programs I have done.

Can you please pass on my thanks to Mike for making this course so enjoyable and worthwhile.

Yours sincerely,



Kelly Wickenton  
Cashier Team Leader  
Sales Admin Department  
Nestle Ice Cream