



Mr. J. Smith.
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Dear Jeff,

I would like to take this opportunity to personally thank you for all your efforts in assisting me during the course of my Bodyshop Management ARMS assignments. I have developed a skill in report writing that I never thought was possible due to the 'second to none' mentoring that I have received from you.

Your mentoring has nurtured me from a complete novice to an accomplished report writer within the space of my first four reports.

Not only has this enabled me to be in a position to complete the full set of ARMS assignments with top grades, more importantly than that, it has enabled me to apply this skill within our business to highlight and report to others, areas of weakness within all aspects of our business that were impacting on performance and ultimately bottom line profit.

The presentation of these reports has been impacting and the areas highlighted within them that have been addressed have proved to be massively beneficial to our company, enabling it to grow impressively into a successful and well respected regional brand.

Without your assistance I don't believe that any of this would have been achievable.

Chris Hammond
Director - Lovells Auto Body Centres (Peterborough and Spalding)