

23rd July 2009

Dear Jeff

Having recently attended the Service Managers course which you held for the Chatfields Group, I felt I just had to write to thank you for such an interesting, challenging and informative two days training.

What an eye opener! The workings of a Service department and management accounts explained with such clarity. It has enabled me to dissect and assess ways to improve the working practices and profitability within my own department with a greater understanding.

In my 25 years in the motor trade I have never spent a more worthwhile two days, this training course is a must for all Service Managers.

Again many thanks.

Yours sincerely

Andy Mosley
General Service Manager
Chatfields Manchester