

**VOLTAS INDIA LIMITED**



1st August, 2001

Mr. Sarosh Dastoor  
Director  
Skills & Trainings  
12A / 14, Blasian Apts.,  
Amboli Jn. Andheri (W), Mumbai 400 058

Dear Sarosh,

Sub. : **Workshops on "Enhancing Personal Effectiveness" & "Negotiating Skills"**

Thank you for conducting the subject workshops for our management staff in Mumbai, Delhi, Kolkata & Chennai January 2001 onwards.

Given below is a synopsis of the feedback received from our participants for the same.

On a scale of 10, your programmes were overall rated as above 8 (Excellent) taking into consideration the following factors :

1. Trainer's skills (Communication, Presentation, Interaction, Humour, Confidence etc.)
2. Programme contents
3. Methodology used

From my personal interactions with the participants after the workshops, I came across phrases like "**Excellent**", "**Out of the world**", "**Super - Duper**". I am sure they are well - deserved.

The participants have found your workshops **very informative, enjoyable and fruitful**. They have already started implementing the learnings in their day to day life.

Thank you once again and we hope to have a long relationship with you in the future.

Warm regards,

Ravindra Gavande,  
Manager - HR  
VOLTAS LTD