

From: Elizabeth Hew (DHL MY)
Sent: Friday, May 08, 2009 12:54 PM
To: Karen
Subject: Just a note

Hi Karen,
Just a note to say what I've learned during the Train-the-Trainer session was useful when I implemented it.

Concluded a 3-day training for new frontliners in retail, and I was on track in terms of timing with the help of the Lesson Plan and kept the class alive by making sure the games/activities are relevant to the content. And I got good rating - approval rating of 98% yahoo!

Thanks and keep in touch!

Regards,
Elizabeth Hew
Sales Training and Development Manager
National Sales

DHL Express (Malaysia) Sdn Bhd

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From: [Karen](#)
Sent: Friday, May 08, 2009 2:16 PM
To: Elizabeth Hew (DHL MY)
Subject: RE: Just a note

Hi Elizabeth
Congratulations for a perfect programme! (almost) Well done!

Thank you for the wonderful news! I am glad that what I have shared with the class worked for you.

Keep up your excellent work – I am confident that you are well on your way to achieving your aspirations to be a professional trainer!

Do contact me if you need any information or help.

Take care and keep in touch.

Kind regards

Karen Ong
Director & VP

SMR Learning & Development Sdn Bhd

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