



## Reference Letter

To whom it may concern:

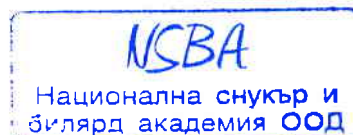
We would like to recommend the Trainer.bg staff to your organization for any training and facilitation purposes that you may have. We invited them to conduct a short training course for our staff prior to the opening of our venue Sports Bar "The Academy" so they could improve their communication and technical skills in order to provide better service to our clients.

The team consisted of Nikolay Dimitrov and Daniel Troev who very professionally engaged the management part of our team first in order to understand our goals and the specification of our working environment. That not only helped them to provide better training for our staff but also helped us to further clarify many of the concepts that we worked on in our business plan.

The training itself was highly productive as it was very educative and useful but also amusing and entertaining at the same time. The provided information and fun activities had a very positive impact on our staff and not only helped to improve the quality of the service provided to our customers but also inspired our team to have a better attitude towards their managers and coworkers.

We would like to thank Trainer.bg for their professionalism and dedication and we certainly hope to have more opportunities to work with them again in the future.

Best regards,  
Svetlomis Miloslavov  
General Manager  
Sports Bar "The Academy"



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