



Date : 13 April, 2016.

To,  
Mr. Doug Dvorak  
Author-Speaker-Consultant  
USA.

Dear Mr. Dvorak,

It was a wonderful session conducted by you for our associates.

The feedback I received from all attendees was very encouraging and they felt very motivated by your speech and presentation. The session was very insightful and brought the focus to what we aim to do best, delighting our customers.

We would love to have you with us whenever your travel brings you back to Mumbai.

Thank you once again for the great learning.

Best regards,

Pavithran Nambiar  
General Manager