



Warsaw 16.11.2012

To Whom It May Concern:

This letter is written to express my complete satisfaction with the service provided by Ms Małgorzata Rybińska from Business Mindset Co.

We met when I was looking for a professional training for my employees, which might have been adapted to our needs and culture and also provided in English which is our company language. Ms Małgorzata Rybińska understood our requirements very well and adjusted a scenario of the training to that. She met all participants before the training to better understand them individually. I am sure it helped a lot in making the trainings relevant to their level of English, professional interests and targets to achieve.

We also implemented, together with our managers the training program on the effective communication with the clients for the back-office area, Operations teams. This project went also very well, even though it was quite demanding from the managers' side.

We always receive a lot of high grades from the participants who perceive the programs very valuable for their jobs. This is the reason we have been working together with Ms Małgorzata Rybińska successfully since 2009 and have trained most of the staff within different areas.

I appreciate her professionalism, flexibility, understanding of our requirements and her striving for the best possible result.

I highly recommend Ms Małgorzata Rybińska as a very professional trainer and a person to cooperate with.

Please feel free to call me directly if you would like any additional information regarding Business Mindset's service or any other.

Sincerely,  
HR Manager of SEB Poland

Magdalena Pająk

SEB

Skandinaviska Enskilda Banken AB, Spółka Akcyjna – Oddział w Polsce

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