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The Singapore Education Service
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LETTER OF APPRECIATION FOR MAD LEARNING PTE LTD

We write to express our sincere thanks for the excellent teambuilding programme the MAD crew delivered to our staff from the Customer Services Branch on 23 September 2006 held at the Sijori Resort, Sentosa.

Anne and her team displayed excellent professionalism and commitment from the pre-programme planning stage, right up to the post-event follow-up stage. We appreciate the additional efforts put in during the pre-programme stage to understand our objectives and to design a suitable programme for us. The activities were well conducted and the debriefing was managed in a manner which made us felt comfortable to speak up and share.

We were impressed with your team's dedication to 'go the extra mile' for us. Given the half day we had set aside for the programme, everything was well co-ordinated and ran smoothly. To our delight, a few days after the programme, we were further impressed when we received 33 copies of the video-in-action CDs and 33 hard copies of the group photo without any additional charge. We were pleasantly surprised by the thoughtfulness of the MAD crew.

The programme certainly exceeded our expectations. Feedback from staff and from our senior management was good.

The programme evaluation feedback was as follows:

- 35% of participants rated the programme 'Best programme I've ever attended'
- 56% rated it as 'Very good. Some very interesting activities and some very good learning'.
- 9% rated it 'Good programme. Did enjoy myself and did learn something'.

As part of the service delivery, the MAD crew conducted a complimentary post programme action planning session which was held during our October 2006 monthly staff meeting - 'In Touch' session. Due to the operational nature of Customer Services Branch, this meeting was held after 6pm. Anne readily agreed to the evening arrangement. Despite it being a short 1 hour session, it was enjoyable and very well conducted. It certainly did remind us to apply our learning back to the workplace. We look forward to inviting you back for future sessions.

We applaud you and your team for a great job done and look forward to working with the MAD Crew again.

A handwritten signature in blue ink, appearing to read 'Rachel Loh'.

Rachel Loh
Head Service Strategy and Development
Customer Service Branch
Ministry of Education