

5 Apr 2006

To Whom It May Concern

LETTER OF REFERENCE

Ms Anne Yeo and her team of facilitators from MAD Learning Pte Ltd conducted a teambuilding programme for our staff from Sports and Recreation Centres Division, Facilities Group, in March 2006. There were three runs involving some 500 staff.

In view of the large number of participants and their diverse demographic and educational profiles, Anne and her team spent some time in understanding our needs and requirements and made the necessary refinements to the programme, such as arranging for facilitators who can speak Malay and Mandarin to cater to staff who speak little English at work, ensuring that instructions are kept simple and designing activities which can keep our staff energized throughout the programme.

There was good support in administrative and logistics arrangements. In addition, MAD Learning also offered value-add services in providing a post-programme feedback/evaluation cum action planning session to help our key staff build upon the success of the teambuilding programme.

We have received very favourable feedback from our staff who had attended the programme. They not only found the games interesting, but also enjoyed themselves tremendously during the teambuilding segment, "SRC @ The World Challenge". Through this fun and challenging programme, our staff has forged greater bonding with each other at both personal level and centre level. The programme was able to reinforce the learning of the Core Values of SSC, particularly teamwork, among our staff effectively.

I would like to commend MAD Learning for delivering a good programme which has exceeded our expectations. I look forward to future opportunities to work with Anne and her team again.



Lee Wah Cheong
Director, Facilities HR
Facilities Group

