

Date: 04 November 2016

To Whomsoever It May Concern

Sub: Letter of Appreciation – Reg.

We are a 40-year old resort having operations in Chennai. We continually aim at improving our operations to meet and exceed customer expectations. On that note we were looking at addressing aspects to improve customer service to ensure it becomes more of our customary habit than a ritual to be adopted by our dedicated and hardworking staffs. At the same time we heard about Fhysics Business Consultants Private Ltd. and their capabilities to address this requirement of ours. Their team consisting of professional, and experienced consultants were called upon to work on this project based on the fact that they had worked on similar assignments before for similar organisations in the past.

I was pleased with the trainer/consultant provided by Fhysics Business Consultants private Ltd. that included Mr. Venkadesh Narayanan, Mr. Vikram Sivaraman, Mr. Jegan Jayabal, and Ms. Anaz Selvam helped us to identify the changes and strategic paths necessary to regain control in customer service.

Before the training session, they embarked on a mystery guest assessment to capture our current state and post that they spent several hours with our staff learning our processes and procedures so they could tailor the course materials and presentation to our specific needs. Now, two months after their involvement, we see a change in our employees' engagement at work and while interacting with the customers. The Consultants from Fhysics brought their business knowledge, methodology, and real-time experience to address the intricate challenges we faced. With an initial meeting conducted on site and weekly review, they gained first-hand knowledge of our challenges and recommended solutions to us that were not always visible from our vantage point.

The Consultants from Fhysics brought an extensive network of specialists to ably support our business initiatives. Their hard work and persistence are an invaluable attribute to firms seeking to expand their business with the customer service aspect being addressed. We look forward to working more with them in the future and I would recommend Fhysics for their management skills, and a multidisciplinary approach to problem-solving. They are team players with a high sense of integrity and ethics.

Sincerely,



VGP RAJADAS  
Senior Director  
VGP Group of companies