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McDonald's Family Restaurants

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Recommendation of Services-Jerome Cramer Consulting Services

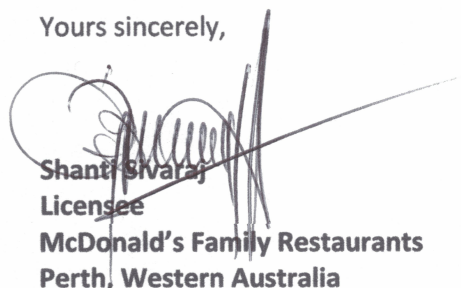
As the licensee of five McDonald's Family Restaurants in Perth, Western Australia, I engaged the services of Jerome Cramer Consulting Services to deliver a one day workshop based on Leadership, Change Management, Team Building and Customer Service. My decision to engage Jerome Cramer, was based on providing key management personnel of my operations, with an outside perspective to these topics, and further heighten awareness.

The program was successfully delivered on 9th April 2014 in Perth, Western Australia and my objective was achieved, with excellent feedback from my management team. Jerome Cramer was able to capture the audience in his delivery and relate scenarios back to his wide experience base within hospitality and business management. He focused on true life scenarios which in turn heightened interest and awareness, and my team was able to relate it back to their work environments.

I have no hesitation in recommending Jerome Cramer's services to any organisation that wishes to engage him for **one off** or **on-going** management and supervisory training.

I am contactable on **M:** +61 402 893 798 or **E:** shanti.sivaraj@au.licensee.mcd.com if any further clarification or information is required.

Yours sincerely,



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Cnr Marmion
& Delamere Aves,
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McDonald's Butler
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