



To Whom It May Concern:

Over the last several years, Janetta Ross has provided excellent training classes to NCR. This includes training on topics such as sales skills, telephone skills, communication skills and account planning. Our target audiences have been sales people who have face to face contact with customers, inside sales people (selling over the telephone), telemarketing people, and customer service center people. Janetta has consistently delivered very professional, innovative and interactive training. Students always give her very high marks for both subject knowledge and training skills. Some recent comments were:

“Janetta is always awesome with immediate practical application”

“Janetta has great delivery – positive attitude”.

“The most interesting training I’ve ever had!”

Having worked personally with Janetta for several years, I can attest to her very strong presentation skills, her ability to develop and deliver training that is always interactive and energetic, and her desire to make sure the students walk away with the skills and knowledge they need to be successful. We expect to continue using Janetta as a trainer whenever the opportunity arises. I would not hesitate to recommend Janetta to any company for development and delivery of training. Please feel free to contact me at the number below if desired.

Sincerely

David Watson
NCR Learning Consultant
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