



UNITED OVERSEAS BANK [MALAYSIA] BHD 大華銀行

(A MEMBER OF THE UNITED OVERSEAS BANK GROUP) (27-889)

27th June, 2008

Ms Wendy Lee
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Dear Wendy,

LETTER OF APPRECIATION

Social Grace, Dining Etiquette & Wine Appreciation Course

We would like to extend our sincere appreciation and heartiest thanks to Ms Wendy for conducting the above course on 19th June 2008 held at Istana Hotel, Kuala Lumpur for our Account Relationship Managers comprises 32 participants from Corporate Bankers and Commercial Bankers.

We were impressed by her professionalism and all round knowledge in sharing her practical experiences during the Business & Dining Etiquette be it dealing with traditional Chinese way of doing business to dealing with professionals in the business world. Her coverage on the subject matter was in deed an eye opener to most of the participants especially in the present wrong do and don't and feedback from the participants was "it was valued the time spent with Ms Wendy" and most importantly she is able to captivate the participants throughout the sessions be it during theory or at practical.

During the Social Grace session, she shown her passion in sharing with the participants on the right way of handling different types of customers and at the Chinese set lunch and Western set dinner, she personally highlight the do's and don't of each participants. As for the Wine Appreciation, her associates has imparted his practical knowledge in understanding how wine was harvested to appreciation the different types of wines in the market. It was a great learning experiences to all the participants.



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Ms Wendy has the cutting-edge in her presentation on the subject matter and she not only able to deliver the message objectively but also able to in-built humor and show tactfulness in handling the tough questions by the participants. She is able to share her real life experiences openly and got every participants involved in the role play sessions. She has her unique style of getting the participants motivated to role play and accepts the challenges of doing the things right after learning the errors made during workplace.

We would not hesitate to engage her for other courses in the near future and would highly recommended her service to other business clients without any doubts.

On behalf of the organization, we wish Ms Wendy every success in "creating value to others" during her seminars and training sessions.

Yours faithfully

Paul CL Chan
VP & Head of Learning & Development

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