

Hi Marcus,

It is our pleasure to provide you with some feedback on our views regarding the Action Coach experience and in particular your assistance as our coach.

Firstly, being our coach is no mean feat - considering you have 2 directors who have their own (sometimes considered very strong) views on certain topics but you have proven to be an excellent facilitator, which sometimes may fringe on being a marriage counselor☺.

In all seriousness though, we are very grateful for your assistance and in particular getting us to plan our daily, weekly and 90 day task in line with our yearly targets/budgets, and more importantly, keeping us focused on delivering to it. We have always been busy, but obviously not being able to prioritise the important tasks, has been an issue for us. One thing we have learnt is that, if you plan and focus on very important and not urgent tasks or important and not urgent tasks you will be better organised, have fewer fires to put out and be less stressed (which is a very good thing).

We are pleased to say the business has grown considerably, although we realise we need to urgently appoint dedicated Client Sales Directors and implement a very streamlined sales process if we are to achieve our sales targets. We certainly have clarity around what we need to do, and the action steps we need to do, to achieve or exceed those targets.

We also appreciate your commercial experience and your independence, this has been very valuable, and as I have stated before we are very grateful for you being the facilitator at some of our meetings and workshops. Thank you.

The main things that have been accomplished since you commenced working with us are as follows:

1. Moved into our Lane Cove offices and paid for necessary fit out & office equipment etc costs
2. Purchased our own unit- Lane Cove
3. Secured just \$2.5 million dollar contract with Malaysian Airlines over 3 years
4. Identified the need and increased our full time employees from 2 -3 (Massive 50% jump) ☺
5. Now manage 12 full time employees under our facilities management services – nil prior
6. We are on target for revenue growth of 95% conservatively for 2007-2008
7. We are expecting a 30% growth in profit for 2007-2008 - this is dependent on the effectiveness of our appointed Client Sales Directors
8. Have identified our market position and obtained clarity around Adroit capabilities and the services we will be focusing on. (This was a major positive shift in our thinking - for all our people)
9. Scheduled all company, client meetings for the year in advance
10. Have identified KPI's for contractors and staff – monitored against monthly and 90 day plan
11. Started the process of securing the full buy in and commitment by our people to become a very interdependent group with the same goals and vision.
12. Appointed a non executive Director who has considerable commercial experience and significant corporate network base to draw on.

Jean and I thank you for your assistance to date and although our targets have increased for this year significantly we look forward to the challenge with your assistance.

Have a great conference.

Regards,

Mark

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