



Prishtina, 20 January 2016

AZTECH Electronics

To whom it may concern,

Subject: Reference letter for A.U.K Training and Development Institute

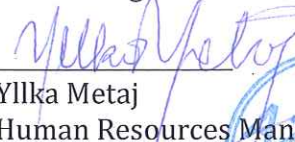
This reference is to confirm that during the fourth quarter of 2015, AZTECH hired A.U.K Training and Development Institute to deliver training on "Sales and Customer Care" to AZTECH Employees for "shop-walk-in-customers". The project team leader was Peonare Caka.

The training has been organized at A.U.K premises and it was separated in two main groups: Management Staff and Sales Staff. The training has been developed in four stages: Training Needs Assessment and Training Delivery, Findings, Training Program and Evaluation and Recommendations. Each stage of the training was completed within planned timescale.

Most importantly, modules of the training and the work of the trainers, Mr. Uragan Alija and Mr. Arben Salihu have been outstanding, which resulted on the training's success and significance, especially in a professional interaction.

AZTECH recommends A.U.K. TDI to any potential client for their consideration.

Kindest regards,


Yllka Metaj
Human Resources Manager

