

Mr Mick Prescott  
West End Training  
York Science Park  
Innovation Centre  
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Please ask for: Mr. Peter Gibson

Our Ref: PAG/CAH

Your Ref:

E-Mail: peter.gibson@coles-law.co.uk

09 April 2008

Dear Sirs


**Re: Mick Prescott and West End Training**

Coles Solicitors recently charged West End Training with the task of providing a corporate training day for all the firm's staff in order to reiterate and develop a firm wide view of customer service and how we can proactively present ourselves to our clients in the future.

In addition, the training day was a facilitator for the preparation of a mission/vision statement for the firm. Having now had all of the staff return to the office and a follow up appointment with Mick to present the vision back to me, I can say that I am astounded at the fantastic results that he has achieved. Both in terms of adhering to the brief, bringing out the best in the staff we have and producing with their input an excellent corporate vision for the future of the firm.

I can without hesitation wholly recommend the services of Mick Prescott and West End Training.

Yours faithfully

  
Peter A. Gibson  
Coles Solicitors

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North Yorkshire  
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