



Label House

GROUP LIMITED

Ms. Renata Tulsie
President & Chief Mindshaper
Caribbean Centre for Leadership Development Limited
41 Rainbow Crescent, Arouca,
Trinidad.

Dear Renata,

About eight months ago we enrolled our managers (from Trinidad and Barbados) in The Bullet Proof® Manager (BPM) Program offered by Crestcom International. We are glad to note that the program has helped our managers embrace key leadership concepts, integrate them directly into their work and build a rhythm for performance.

Through the monthly ROI Meetings our Directors have seen the managers' individual and collective growth as leaders of their various departments here at the Label House Group, with measurable tangible results. Specifically, we note their performance improvement, greater commitment and sense of camaraderie, as we continue to challenge them in the application of their plans.

Interestingly, our managers always return from the monthly training with positive attitudes and despite operational demands, a willingness to try out new ideas in the areas of Innovation, Maximising Time for Maximum Results, Raising the Customer Service Crossbar, Negotiation Strategies, Mentoring and Leading Their Team Through Change, among others. This has already resulted in significant savings for the company, and actual revenue earned.

The BPM Program came at an appropriate time when we were looking to develop the managerial capacity of our future leaders – those now charged with the responsibility to take the Label House Group forward. We felt that exposing them to these 24 integrated modules over the one year would not only enhance their competencies, but also cement their understanding of how to guide and engage better with their direct reports. We are indeed glad we made this investment in our managers.

I'm pleased that we selected the Crestcom BPM Program for our management team, and would definitely recommend it for managers of other companies, especially in the manufacturing, distribution and retail sectors.

Sincerely,

Richard Lewis
Executive Director
Label House Group

Head Office: 24-25 Frederick Settlement Industrial Estate, Caroni, Trinidad & Tobago, West Indies.

Telephone: All Departments: 1.868.663.0604 / 2545 / 0556 / 0229

Fascimile: Sales & Service: 1.868.662.4227 • **Finance & HR:** 1.868.663.8226 / 0897 • **Operations & Procurement:** 1.868.645.5248 • **Branding & Installation:** 1.868.663.7476

Directors: D.A. Lewis (Chief Executive Officer) • R.M. Lewis (Executive Chairman) • M.D. Lewis • V.D. Balbirsingh • R.H. Lewis • S.D. Lewis